

Martin Bros Removals Ltd  
The Old Sawmills  
The Street  
Kilmington  
Warminster  
Wiltshire  
BA12 6RG  
01985 844144

21<sup>st</sup> May 2018

## **GDPR Privacy Statement**

We are Martin Bros Removals Limited of The Old Sawmills, The Street, Kilmington, Warminster, Wiltshire, BA12 6RG. We share your concern about the protection of your personal information and are committed to safeguarding your privacy.

This document covers information we collect about you, through our client sales, administration and accounting procedures. Please read it carefully to understand how your personal information will be treated.

We will be the “controller” of the personal information which you provide to us or which we collect from you.

### **1. Personal information that we collect**

We collect a range of personal information relating to you, which includes your:

- name
- email address
- telephone number

### **Payment information**

- delivery and billing address
- any other personal information that you choose to provide to us when you submit a Purchase Order or otherwise make contact with us.

### **2. How we use your personal information**

We use your personal information as follows:

- to maintain our relationship with you whilst you are a client
- to process orders and provide agreed goods and services to you
- for invoicing, processing payments, account set up and administration,
- to communicate with you, including to respond to information requests and enquiries submitted
- for record keeping
- for logistical purposes, including to plan delivery routes
- to investigate any complaint you make
- to provide evidence in any dispute or anticipated dispute between you and us
- to obtain credit references, credit checks and for debt collection, fraud detection and prevention and risk management purposes

- to monitor and/or record telephone conversations to or from you in order to offer you additional security, resolve complaints, improve our service standards and for staff training purposes and
- to protect the rights, property, and/or safety of Martin Bros Removals Ltd, its personnel and others.

### **3. Legal basis for processing**

In terms of the legal bases we rely on to process your personal information, these are as follows:

- where you have provided your consent: for direct marketing communications in respect of our own products and services, including in respect of marketing communications sent by electronic means (e.g. email and SMS)
- for the performance of a contract with you (such as a contract for the provision of good and services) or to take steps at your request prior to entering into this contract
- to comply with legal obligations, including in relation to health and safety and environmental legislation, performing anti- money laundering, terrorism prevention and sanctions screening checks, complaints and investigations or litigation
- to protect your vital interests or the vital interests of another person, e.g. where you or they are seriously injured or ill, or
- for our legitimate interests in: - management of your account (including processing payments) and our relationship with you, and communicating with you
  - our internal business purposes which may include processing for the purposes of: record keeping, reporting and statistics, data security, to ensure the quality of our products and services,
  - investigating and responding to queries and complaints, obtaining credit references, changing our pricing, debt collection, fraud detection and prevention, risk management, recruitment and training of our personnel, and protecting our rights, property and safety (and that of others). You can object to processing carried out on the basis of our legitimate interests at any time by emailing richardtaylor@martinbrosLtd.com.

See also “Your Rights – The right to object”.

### **4. How we share your personal information**

When we use your personal information for the purposes specified above, we may also share it as follows:

- our Bank for the purpose of processing payments that are due to us or credit checks.
- our accountants, auditors, lawyers or similar advisers when we ask them to provide us with professional advice
- emergency services in the event that we need to report accidents or incidents or request emergency assistance
- any Government Department, public body or other third party where we believe in good faith that the law requires this in the interests of public health and safety or in order to protect the rights, property, or safety of Martin Bros Removals Ltd, its employees or others
- any other third parties, if authorised by you to do so. GDPR Privacy Statement – May 2018 – Version 1.0

## **5. How long we keep your personal information**

We retain your personal information for no longer than is necessary for the purposes for which the personal information is collected. When determining the relevant retention periods, we will take into account factors including:

- legal obligation(s) under applicable law to retain data for a certain period of time
- statute of limitations under applicable law(s)
- (potential) disputes, and
- guidelines issued by relevant data protection authorities

Otherwise, we securely erase your information once this is no longer needed.

## **6. Your rights**

The following section explains your rights. The various rights are not absolute and each is subject to certain exceptions or qualifications.

We will grant your request only to the extent that it follows from our assessment of your request that we are allowed and required to do so under data protection laws. Nothing in this Privacy Statement is intended to provide you with rights beyond or in addition to your rights as a data subject under data protection laws.

### **The right to be informed**

You have the right to be provided with clear, transparent and easily understandable information about how we use your personal information and your rights. This is why we're providing you with the information in this Privacy Statement.

### **The right of access**

You have the right to obtain a copy of your personal information (if we're processing it), and other certain information (similar to that provided in this Privacy Statement) about how it is used. This is so you're aware and can check that we're using your personal information in accordance with data protection law.

We can refuse to provide information where to do so may reveal personal information about another person or would otherwise negatively impact another person's rights.

### **The right to rectification**

You can ask us to take reasonable measures to correct your personal information if it's inaccurate or incomplete. E.g. if we have the wrong date of birth or name for you.

### **The right to erasure**

This is also known as 'the right to be forgotten' and, in simple terms, enables you to request the deletion or removal of your personal information where there's no compelling reason for us to keep using it or its use is unlawful. This is not a general right to erasure there are exceptions, e.g. where we need to use the information in defence of a legal claim or for accounts auditing.

### **The right to data portability**

You have rights to obtain and reuse certain personal information for your own purposes across different organisations. This enables you to move, copy or transfer your personal information easily between our IT systems and theirs (or directly to yourself) safely and securely, without affecting its usability. This only

applies to your personal information that you have provided to us that we are processing with your consent or to perform a contract which you are a party, which is being processed by automated means.

### **The right to object**

You have the right to object to certain types of processing, on grounds relating to your particular situation, at any time insofar as that processing takes place for the purposes of legitimate interests pursued by Robin Butler Engineering Ltd or by a third party. We will be allowed to continue to process the personal information if we can demonstrate “compelling legitimate grounds for the processing which override [your] interests, rights and freedoms” or we need this for the establishment, exercise or defence of legal claims.

### **7. Updating this statement**

We review our privacy practices from time to time. We ask that you periodically review this page for updates to our Privacy Statement. We reserve the right to modify this policy effective seven (7) days after the posting of the revised Privacy Statement.

### **8. Contact us**

For further information regarding these rights, about this Privacy Statement generally or to make a complaint please contact our Data Protection Officer at richardtaylor@martinbrosLtd.com or call us on 01985 844144

Please provide as much information as possible to help us identify the information you are requesting, the action you are wanting us to take and why you believe this action should be taken. Before assessing your request, we may request additional information in order to identify you. If you do not provide the requested information and, as a result we are not in a position to identify you, we may refuse to action your request.

We will respond to your request within one month of receipt of your request. We can extend this period by an additional two months if this is necessary taking into account the complexity and number of requests that you have submitted.

There will be no charge you for such communications or actions we take, unless:

- you request additional copies of your personal data undergoing processing, in which case we may charge for our reasonable administrative costs, or
- you submit manifestly unfounded or excessive requests, in particular because of their repetitive character, in which case we may either:

(a) charge for our reasonable administrative costs or

(b) refuse to act on the request

If after contacting Martin Bros Removals Ltd you are still unhappy you may also complain to the Information Commissioner, all contact details are available on the Information Commissioner’s Website: <https://ico.org.uk>.