

BEADLE PROPERTY CARE LTD

PRIVACY POLICY

Under the Data Protection Act, Beadle Property Care Ltd has a legal duty to protect any information it collects from you.

We are committed to ensuring that your privacy is protected. This Privacy Policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy. Should anything change we shall update this document.

Your consent

By continuing to use this website or by providing any personal data to us you consent to the use of that information as set out in this Privacy Policy.

Controller

Beadle Property Care Ltd is the Data Controller and responsible for your personal data.

The information we collect

To form a contract with you, we will need some or all of the personal data described below so that we can perform that contract or the steps that lead up to it: this is set out in this notice. If we do not receive the data, the contract could not be performed.

If you complete an enquiry form on our website, via email correspondence or speak to us on the phone, we will store the contents provided which will include the following required fields:

- Your name
- Company (where applicable)
- Site address
- Correspondence address (if different from above)
- Email address
- Telephone number
- Any additional information you choose to provide relating to the contract

Alternatively, if you contact us via an email link, we will store the information that is available from your email, which typically includes:

- Your name
- Email address
- Contents of the email

How we use the information we collect

When your data is related to an enquiry, we take every precaution to protect your information. To this end all personal information stored by us on is kept in a secure filing system and on a server in a secure environment and on Sage which we use for accounting purposes. We will keep your information confidential in accordance with our internal procedures which cover the storage, access and disclosure of your information. This data will be used solely to manage your enquiry, generate estimates and so on.

Please note that the internet is not a secure medium and communication through this website between you and us may not be secure. For this reason, please do not send us email that contains confidential or sensitive information.

We endeavour to only collect data that we need in an effort to avoid excessive or irrelevant collection of data.

We only use your data internally and would only pass on your information at your request. We do not send out newsletters or share your data with a third party for marketing purposes.

Information gathered following work used for Guarantee purposes shall be shared with the Guarantee providers as necessary. Details provided include:

- Address of property treated
- Name and address of owner (if different from above)

Please refer to their Privacy Policy for further information. Our privacy policy and compliance only extends to Beadle Property Care Limited and this website.

Our use of cookies

A “cookie” is a small text file that a website can send to your computer to be stored on the hard drive or in your device's memory. The cookies used allow our web server to recognise your computer when you return to our site. By gathering this information we hope to improve the quality of our website.

You may set up your computer to reject cookies by enabling your web browser to block them. The procedure for refusal of cookies will vary for different software. Please check with your internet browser help, or your software supplier, if you wish to block cookies.

How long will we keep your data?

We will hold your personal information on our systems for as long as is necessary for the relevant activity or until a user requests that we delete it, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Changes

We may change this notice from time to time. You should check this notice on our website occasionally, in order to ensure you are aware of the most recent version.

Accessing and updating your details

The accuracy of your information is important to us. You have the right to request a copy of the information we hold about you so that you can ensure its accuracy or to request deletion. To request this please contact us as detailed below.

Contact Details

Debbie Bowers is the main point of contact for overseeing questions in relation to this Privacy Policy. Any questions or concerns regarding this Policy and our privacy practices should be sent to Beadle Property Care, Old Kings Head, Haveringland, Norwich, NR10 4PT or emailed to enquiries@beadlepropertycare.com or call us on 01603 755455

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

END OF PRIVACY NOTICE