

## Dylan Thomas Crane and Plant Hire

### Privacy Policy

#### Keeping Customer / Supplier Records

This company complies with Data Protection Regulations and this policy describes our procedures for ensuring that personal information about customers is processed fairly and lawfully.

Dylan Thomas Crane and Plant Hire is registered with the Information Commissioner Office as required by the act. Our registration number is ZA278925.

#### What Personal Data Do We Hold?

In order that our business undertakes sales, accounting and ordering processes we need to hold personal information about you. This personal data comprises:

Your supplied contact details – your name, address, telephone number and email address.

Your supplied VAT number where applicable.

Your supplied bank BACS details - where payments are made to / from your account to ours.

Notes of any orders that you/we may have placed.

Notes of any accounting conversations or correspondence that we may have had.

#### Why Do We Hold Information About You?

We need to keep comprehensive and accurate personal data about our customers and suppliers in order that our business is able to perform normal day to day activities.

#### How We Process This Data

We will process personal data that we hold about you in the following way:

##### **Retaining Information**

We will retain your account records while you are a customer / supplier and after you cease to be a customer / supplier for a maximum of 10 years.

##### **Security Of Information**

Dylan Thomas Crane and Plant Hire has an information Security Policy in place.

Personal data about you is held in the office's computer system and/or in a manual filing system. The information is not accessible to the public and only authorised members of

staff have access to it. Our computer system has secure audit trails and we back up information routinely which is kept securely on a USB stick.

### **Disclosure of Information**

In order that our business performs duties lawfully we may need to disclose personal information about you to:

Law Enforcement Agencies

The Inland Revenue

Disclosure will only take place on a 'need to know' basis, so that only those individuals / organisations who need to know in order to perform their duties and for the proper administration of Government ( whose personnel are covered by strict confidentiality rules) will be given the information. Only the information that the recipient needs to know will be disclosed.

In very limited circumstances or when required by law or a court order, personal data may have to be disclosed to a third party not connected with you. In all other situations, disclosure that is not covered by this policy will only occur when we have your specific consent.

Where possible you will be informed of these requests for disclosure.

### **Access**

You have the right of access to the data that we hold about you and to receive a copy. Access may be obtained by making a request in writing to:

The Data Protection Officer

Dylan Thomas Crane and Plant Hire

Railway Yard

Boncath

Pembrokeshire

SA37 0JW