



SPR Roofing Contractors Ltd
Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Post

182 Portsmouth Road, Horndean, WATERLOOVILLE, Hampshire, PO8 9HP, GB

Telephone

07561807836

Email

melanie@spr-roof.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Health and safety information
- Account information
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses

- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details

We collect or use the following information to **comply with legal requirements**:

- Identification documents
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Health and safety information

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information

- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Contract
- Legal obligation
- Vital interests

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Contract

- Legal obligation
- Vital interests

Where we get personal information from

- People directly
- Schools, colleges, universities or other education organisations
- Previous employers

How long we keep information

Data Ref.	Type of Data	Purpose of Data	Review Period	Retention Period or Criteria	Comments
01	Names & contact details	Provide services and goods	13 th May 2024	6 Years	Legal requirement
02	Address	Provide services and goods	13 th May 2024	6 Years	Legal requirement
03	D O B	Human Resources	13 th May 2024	Duration of employment	
04	Purchase or account history	Provide services and goods	13 th May 2024	6 Years	Legal requirement

05	Health & Safety Info	Human Resources	13 th May 2024	Duration of contract	
06	Payment Details	Provide services and goods	13 th May 2024	6 Years	Legal requirement
07	ID Documentation	Human Resources	13 th May 2024	Duration of employment	
08	Records of meetings	Provide services and goods	13 th May 2024	6 Years	Legal requirement
09	Compliments or complaints	Provide services and goods	13 th May 2024	6 Years	Legal requirement

Who we share information with

Other organisations

- Insurance companies
- Organisations we need to share information with for safeguarding reasons
- Relevant regulatory authorities
- Warranty and guarantee providers
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)
- Previous employers

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

15 May 2024