

Privacy Policy

This notice describes how we collect and use personal data about you, in accordance with the General Data Protection Regulations (GDPR) and UK Data Protection Legislation.

At Purdham & Waugh Ltd (Purdham & Waugh), your data privacy is of high importance to us. We want to be open and transparent with our customers and suppliers as to how we process and protect your personal data.

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means Purdham & Waugh is responsible for deciding how we hold and use personal data about you. This privacy policy explains how we use any personal data we collect from you to fulfil our agreement with you.

Please read this privacy policy carefully to understand how Purdham & Waugh will use your personal information.

The email address for all enquiries in relation to this privacy notice or our treatment of your personal data is:

Robyn@Purdhamandwaugh.co.uk

If you prefer to write to us our address is:

Purdham & Waugh Ltd, Unit 20, Denton Holme Trading Estate, Carlisle, CA2 5DF Tel 01228 592783

This privacy policy explains:

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1. Information we may collect about you:

You may provide us with personal information by filling in a form, contacting us by phone/e-mail or in person. This includes information you provide us with if you complete an account form on behalf of a business, if you complete an application form or otherwise apply for a job here, either directly, or via a third party.

The information you give us depends on the reason for you contacting us, but may include your name, job title, address, date of birth, e-mail address, phone number, financial and debit card information, training certificates, personal identification documents or data relating to access.

We may also receive information about you from search information providers. For example, we could gain access to your business contact details via recognised business data providers who collate information from sources including publicly available information such as Companies House. We may also be given your contact details by our primary contact at your organisation, if they think that you would benefit from receiving services from Purdham & Waugh or benefit from engaging in our activities.

The categories of information we receive from these sources may include your name, address, date of birth, e-mail address and phone number.

2. Use of your information

We need to obtain, store and use information about you for legitimate business purposes - namely so that you can enjoy and benefit from our services. We may use information we hold about you in the following ways:

- To confirm your identity
- To administer the trade account of your company/organisation
- To update and correct our customer records
- To notify you about changes to our services

We may combine information we receive from other sources with information you give to us for the purposes set out above (depending on the types of information we receive).

3. Contacting you

We will use the contact information you have given us to send you important information. This may be by post, email, text message or telephone.

We may also use the information we hold about you in order to provide you with information about other products or services we feel may interest you.

Communications are both in our legitimate interests, to raise awareness of our work and promote our services, and in your interests. However, you do have the right to ask us to stop sending you marketing communications. If you would like to stop receiving these please email Robyn@purdhamandwaugh.co.uk to update your preferences.

4. Sharing your information

We may share your information with selected third parties including:

- Our software and website developers
- Online service providers such as payment gateways
- Cloud storage
- Payroll and benefits providers

We may also share your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect our rights, property, or safety of our customers, or others.

5. Our legal basis for collecting, holding and using your information

Data protection law sets the lawful legal bases (or 'conditions') which allow us to collect, hold and use your personal information. For Purdham & Waugh these are:

- **For the purposes of our own legitimate interests.** We believe that we have a legitimate interest in being able to provide our services to our customers and suppliers. As set out in this notice, this sometimes requires us to collect and use personal information about individuals. We only use this legal basis where these interests are not overridden by your interests and fundamental rights or and freedoms.
- **Where we have entered into a contract with you.** In these circumstances, we may need to process your personal information in order to fulfil the contract.
- **Where we are under a legal obligation to process personal information.** For instance, we are required to collect certain information in accordance with our obligations under equalities legislation.

6. Security and storage of your personal information

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

We will generally keep personal information about you no longer than is needed for us to carry out the functions described in section 2 of this notice.

We will keep personal information held as part of our accounts records, however, we will only keep this in line with legal requirements.

7. Your rights

You have the right to request access to your own personal information. This is sometimes known as a 'subject access request'.

You also have the right to ask us not to process your personal data for direct marketing purposes.

You can exercise this right by contacting Robyn@Purdhamandwaugh.co.uk

From 25 May 2018, you have additional rights to request from us that:

- Any inaccurate information we hold about you is corrected
- Your information is deleted
- We stop using your personal information for certain purposes
- Your information is provided to you in a portable format
- Decisions about you are not made by wholly automated means
- Many of the rights listed above are limited to certain defined circumstances and we may not be able to comply with your request. We will tell you if this is the case.

If you choose to make a request to us, we will aim to respond to you within one month. We will not charge a fee for dealing with your request.

If you are dissatisfied with how we are using your personal information or if you wish to complain about how we have handled a request, then please contact us at Robyn@Purdhamandwaugh.co.uk and we will try to resolve any issues you may have.

You also have the right to complain to the Information Commissioner's Office, which is the statutory regulator for data protection law.