

Maple Drainage Ltd Privacy Policy

This privacy policy sets out how Maple Drainage Ltd uses and protects any information that you give Maple Drainage Ltd when you use this website or any of its services, including but not limited to free site visits, quotations, and drainage works.

Maple Drainage Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website or other services, then you can be assured that it will only be used in accordance with this privacy statement.

Maple Drainage Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from May 2018.

What we collect

We may collect the following information directly from yourself:

- name
- contact information including email address and/or telephone number
- address where services are requested

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- To contact you regarding payment.
- To discuss works requested.

Why we use personal data

We use your personal data in order to enable us to deliver and charge for the services we provide in accordance with our contractual obligations, including the provision of administrative duties. For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, when processing your personal data we are relying on the legal basis of:

- Our contract with you
- Our legitimate interest in being able to take payment from you by debit or credit card. We rely on this legitimate interest when we take your debit or credit card details and pass them to our card payment services provider for processing
- To request payment where due by other means, such as bank transfer or cheque.

The information we collect and process is required for us to be able to perform our

contractual obligations and receive payment from you for the services we provide. Should you fail to provide this information, we would not be able to deliver under the terms of our contract with you.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

We will never use the information we hold for marketing purposes, and will never request sensitive information. The information we do collect and process is required for us to be able to perform our contractual obligations and receive payment from you for the services we provide.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

We may share your personal data with another party, including a software vendor, an IT support business, or a firm of accountants, so long as we are able to determine that the other party is acting on your behalf.

We may also share your personal data with our card payment services provider to enable us to take payment from you by debit or credit card. We keep your personal data only for as long as necessary.

Your Rights

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue processing it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below)
- Object to processing of your personal data in particular ways, including processing based on the lawful basis of legitimate interests and direct marketing. Maple Drainage Limited does not use your data for direct marketing
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it
- Request the transfer of your personal data to yourself or another party in a safe and secure way, without affecting its usability, for example in a format that is structured, commonly used, and machine-readable

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply. Further details regarding these rights can be found on the Information Commissioner's Office website:
<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Data Controller

For the purposes of the GDPR and UK data protection laws, the controller is Maple Drainage Ltd of The Barracks Business Centre, Wakefield Road, Pontefract, West Yorkshire, WF8 4HH

Contact and complaints

If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact Maple Drainage Limited:

- by email: info@mapledrainage.com
- by telephone: 0800 288 4060
- by post: Maple Drainage Limited, The Barracks Business Centre, Wakefield Road, Pontefract, WF8 4HH

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website:
<https://ico.org.uk/>