

Westoaks Builders Ltd Privacy Policy

Westoaks Builders Ltd take the protection of all collected data very seriously.

All personal information is stored and protected securely at all times, and we endeavour to adhere to all new and existing laws and data legislation.

We do not sell or pass on any information for email, marketing or cold calling purposes.

Our Obligations

As a data controller we are required by law to inform you of how we collect, process and store your personal data.

We must ensure your information is:

- Used lawfully, fairly and in a transparent way.
- Collected and used for valid purposes pertaining to the business.
- Accurate and kept up to date.
- Stored only for as long as we are permitted to by yourself.
- Stored securely.

What Personal Data We Collect, Use And Store.

In order to process estimates/quotes and business enquiries we receive, we may need to collect and store:

- Your name, address, contact telephone numbers and email address.
- Details of other addresses and contact information linked to the works we will be carrying out as per your instruction.
- Any email communication relating to enquiries or ongoing works.

It is your right to withhold any personal data you do not wish to disclose, however, this may restrict the accuracy of any quotations or estimates we offer you.

Collecting Information

We collect your information in the following ways:

- Telephone calls and enquiries into the business.
- Email enquiries.
- In person.

Sharing Your Information.

It May be necessary to share your information with third party companies and individuals who are relevant to quoting, estimating and carrying out works on our behalf.

This could include:

- Surveyors.
- Architects.
- Subcontractors.
- Employees.

Your Rights Regarding Personal Data

Subject to legal limitations, you have the right to:

- Request access to your data, and request a detailed account of the data we hold.
- Request your data to be updated should any of it be incomplete or out of date.
- Request that your data is removed or deleted, should you believe there to be no lawful basis for us to continue processing it.
- Object to the processing of your data. If our lawful basis for processing your data relates to a legitimate business interest, or third party interests, you can raise an objection to that interest. You can also object to us using your information for direct marketing purposes.
- Request that processing restrictions be put in place: If you believe your information is being processed without a lawful reason or that the information is incorrect, you can request that a freeze/restricting is placed on the processing of the information until your concerns are addressed.
- Right to withdraw your consent: if we have asked you for your written consent to obtain information, you have the right to withdraw your consent at any time. Should you wish to withdraw your consent, please contact us. Once we have received your notice of withdrawal, we will cease processing your data unless we have any other lawful basis upon which to continue.

You will not be expected to pay a fee to obtain your personal data unless we find your request to be unfounded or excessive. In these circumstances, we may charge you a reasonable fee or refuse to comply with your request. We may also charge a reasonable fee where we have supplied a copy of your personal data and you request a duplicate copy.

Whenever you make a request for access to personal data, to ensure we are releasing data to the correct individual, we may ask security questions to confirm your identity.

We take the General Data Protection Act (GDPR) very seriously, and we endeavour to ensure all information collected is stored and protected in safe and secure manner at all times.

Should you feel the need to make a complaint, please contact us directly and we will follow the relevant protocol regarding your issues.

By Telephone: 01424 238142

By Email: feedback@westoaksbuilders.co.uk

By Post: East Wood, Stubb Lane, Brede, TN31 6BN

If this does not resolve the complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

By Telephone: 0303 1231113

By Email: <https://ico.org.uk/global/contact-us/email/>

By Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

