

# ASHCROFT Plant

## Customer Privacy Notice

The purpose of this privacy notice is to outline the personal data that we Ashcroft Plant (Cumbria) Ltd hold about you and to notify you how that data is used and your rights under the General Data Protection Regulation. (GDPR)

For the purpose of the General Data Protection Regulation 2018 (“GDPR”) the data controller is Ashcroft Plant (Cumbria) Ltd and any of its subsidiaries or any other Ashcroft associated company.

### **The personal information we collect about you can include:**

- Data relating to your identity (Name, title)
- Contact Details (address, telephone numbers, email addresses)

### **We use this information to:**

- Provide you with goods or services that you requested
- Contact you in relation to your account

### **Lawful basis for processing:**

We process personal information on our customers to fulfil our contractual obligations to them, the processing of this personal information is necessary to provide you with goods or services.

### **Who we share your data with:**

We will not disclose any other collected information, to anyone else under any circumstances.

### **Retention Policy:**

Contact Information is kept for the duration of the contract and for 6 years after the account is closed, we have yearly reviews to remove all personal data from our systems after this time.

### **Your rights under the General Data Protection Act**

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

For more information on your rights under the General Data Protection Act (GDPR) visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

### **Complaints**

You have the right to make a complaint to the relevant supervisory authority which is the Information commissioner's office (ICO) if you think your personal information has been handled incorrectly.

### **Contact us**

If you require further information or have any questions regarding this Privacy Notice, then please email the Data Protection Officer [dataprotection@ashcroftcontracting.co.uk](mailto:dataprotection@ashcroftcontracting.co.uk) or telephone us on 01900 812228 or write to us at:

Data Protection Officer  
Private and Confidential  
Ashcroft Plant (Cumbria) Ltd  
Main Road  
Flimby  
Cumbria  
CA15 8RP