



## **PRIVACY NOTICE**

We take care to protect the privacy of our clients and their associates.

This privacy notice is a public declaration of how Watford Refrigeration & Air Conditioning Limited applies the Data Protection Principles and Rights afforded to individuals by the General Data Protection Regulation (GDPR), to the personal data that we process. Watford Refrigeration & Air Conditioning Limited is committed to complying with the principles relating to the processing of personal data under GDPR.

### **Who is collecting information?**

Trading Name: Watford Refrigeration & Air Conditioning Limited

Registered Office: Wiggshall Road, Watford, Hertfordshire. WD18 0FT

Point of Contact: Kevin Bywater – Managing Director

Email: [kevin.bywater@watref.co.uk](mailto:kevin.bywater@watref.co.uk)

Telephone: 01923 227726

Website: [www.watref.co.uk](http://www.watref.co.uk)

### **What is the legal basis for processing information?**

Watford Refrigeration & Air Conditioning Limited process your data on the legal basis of Legitimate Interest.

### **What are the “legitimate interests” being pursued that allow information to be processed?**

Watford Refrigeration & Air Conditioning Limited act as Data Controller of our Buyer and Supplier clients’ data and as a Data Processor on behalf of our Buyers’ in respect of their supply chain data.

- a controller determines the purposes and means of processing personal data
- a processor is responsible for processing data on behalf of a controller.

The legitimate interests pursued by Watford Refrigeration & Air Conditioning Limited are:

- to offer services to our clients and their supply chains
- we believe it is the interest of our clients to ensure we process the information to facilitate the works that we carry out on their behalf and to make this information available

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Members of



Registered Office: Wiggshall Industrial Estate, Watford, Herts. Registration No. 457930 England



- we understand that our clients would expect us to use their data in this way and that doing so has a minimal impact on privacy.

The method and frequency of communications to clients does not impact vulnerable individuals.

### **What information are we collecting?**

We collect and store data for the purposes of providing our clients with the services that we provide. Data is also obtained from third parties to enable us to provide those services to meet our client's expectations. Such data is obtained only where consent to share has been given by the data subject or where we have legitimate interest.

The categories of personal data that we collect and process are:

- personal details e.g. contact name, address, email, telephone number for your business
- financial details e.g. bank account details of your business
- employment details e.g. name, company address, email and telephone number of your company director

### **Why are we collecting information about you?**

By submitting your data, you will be consenting to it being processed in the manner described below by Watford Refrigeration & Air Conditioning Limited

- to carry out our obligations arising from any agreements entered between you & us to provide you with the information and services that you request from us
- to communicate with you in the due course of providing services and gaining feedback
- to administer our business and for internal operations including troubleshooting, data analysis and statistical purposes
- as part of our efforts to keep our business secure

### **Who might we share your information with?**

We may share your business information with any member of Watford Refrigeration & Air Conditioning Limited or its supply chain such as specialist sub-contractors, plant & equipment suppliers and credit insurance providers.

### **Where might we transfer your information outside the UK?**

We will not knowingly transfer any personal or business data outside of the UK.

### **What rights do you have?**

**The right to be informed** - Watford Refrigeration & Air Conditioning Limited provides for fair processing information by way of this Privacy Notice

**The right of access** – you have a right to obtain confirmation about how Watford Refrigeration & Air Conditioning Limited process your personal or business data. You can do this via written request for a copy of the data we hold. Watford Refrigeration & Air Conditioning Limited will provide these details within one month of the request unless there are exceptional reasons for not doing so.

**The right of rectification** – if any held information about you is inaccurate or incomplete, you have the right to have that information corrected or completed. If other parties have been passed the information, where possible we will advise them of any rectification undertaken.

**The right to erasure** – you have the right for your information to be erased. We will delete or remove your information on request if there is no compelling reason for us to keep it, such as the ongoing administration of your account with us for the services we provide to you.

**The right to restrict processing** – you have the right to block or suppress processing. When processing is restricted, Watford Refrigeration & Air Conditioning Limited are permitted to store your personal or business data but not to process it further. The business can retain just enough information about you to ensure the restriction is respected in the future.

**The right to data portability** – you have the right for your information to be provided in a machine- readable format to enable easy transfer between processors.

**The right to object & complain**– you have the right to object and/or complain AT ANY TIME. Any such objection or complaint must be made in writing to Kevin Bywater either by email or post.