



Welfare 4 Hire Ltd



toilet
facilities



hot
water



heating



kitchen

www.welfare4hire.co.uk

PRIVACY POLICY

Welfare 4 Hire Ltd are committed to protecting and respecting your privacy. This Policy sets out the basis on which we collect personal data from you and the way in which it will be processed by us. Please read this Policy carefully to understand our views regarding your personal data and how we will treat it.

HOW DO WE COLLECT INFORMATION?

- When you apply for an account with us through paper, email or website
- Through any emails and telephone conversations

TYPES OF PERSONAL DATA WE COLLECT

- Company name & address for trading and registered offices
- Bank details
- Invoicing details
- Company House details
- Insurance details
- Names of employees within the business, email addresses, telephone numbers and job titles

WHERE WILL WE STORE YOUR PERSONAL DATA?

All personal data that you provide to us is stored in our computer software which include Syrinx for Hire, Xero for Accounts and Capsule for CRM. We also have a paper copy which you would have filled out when applying for an account with us.

For Suppliers, you may have provided us with your company payment details. These are kept on our online banking facility with Natwest Bank and a paper copy, whereby you have given us permission to pay you by BACS.

We use our best endeavours to ensure that your data is treated securely and in accordance with this Privacy Policy.

DO WE SHARE YOUR PERSONAL DATA?

As a company we do not share your personal data with any third parties without your written consent. We will however, share your personal data with the following parties for the following reasons specified:

HUB-IT: for storage, back up, disaster recovery and IT support purposes
National Statistics Office: may sometimes ask us for some customer details
MPBA or any solicitors: for any payment or legal issues
Accountants: for all accounts purposes
Trade References: we may now and again receive trade references for your company

Welfare 4 Hire Ltd, 2A Woodham Lane, New Haw, Addlestone, Surrey, KT15 3NA Email: hire@welfare4hire.co.uk

Tel: London Depot: 020 3846 1111 Midlands Depot: 0121 272 7766 Manchester Depot: 0161 507 3700 Gloucester Depot: 01452 689 500



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Staff: all staff at Welfare 4 Hire Ltd will see some of your personal data, i.e. accounts staff, hire staff, drivers delivering the goods, fitters repairing the units etc

Bank: as we hold your bank details on our Natwest online banking system, they of course have access to our database and can see our payments

HOW LONG WILL WE KEEP HOLD OF YOUR PERSONAL DATA?

How long we store your personal information depends upon the type of information we are holding and the purpose for which we need it. We don't actually delete any details.

We will keep your data for the period of time you hold an account with us, to enable us to contact you and keep a record of your past and current hires and sales.

If you haven't used us in 1 year, we will de-activate your account which means will be stored in our archives but we are able to access at any time.

YOU'RE RIGHTS

You have the right to request a copy of the information that we hold about you at any time

You have the right at any time to ask us to rectify any personal data that we hold for you which is incorrect or incomplete.

To request that we erase any information we hold about you

To restrict the level of processing we carry out with your information.

To object to our processing your information in certain ways

To withdraw your consent at any time to our processing of your data.

We will comply with any request made under this section as soon as possible, and normally within one month from the date of your request. However, if necessary, for example if your request is particularly complex or we receive a number of similar requests, we may extend this period by an additional two months, but we will notify you if we need to do this.

Unless you state otherwise in writing we will retain all your personal details, if you wish to withdraw any consent or want to speak to us regarding your information please do not hesitate to contact us:

Marc Prince

Managing Director

Welfare 4 Hire Ltd

Tel: 020 3846 1111

Email: marc@welfare4hire.co.uk

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