

The Leak Detection Company Ltd
Privacy Policy
Date: 10th March 2022

Our contact details

Name: Paul Cheney
Address: The Leak Detection Company Ltd, The Bothy, Albury Park Estate, Albury, Surrey
GU5 9BH
Phone Number: 01483 310888
E-mail: admin@theleakdetectioncompany.co.uk

The type of personal information we collect

We currently collect and process the following information:

Name
Address
Email
Telephone number

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

Booking enquiries

We use the information that you have given us in order to process booking enquiries. We may share this information with water damage specialist companies, but only if you indicate interest in their services. This is confirmed in the leak detection report we provide to you.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(1.) We have a contractual obligation.

(2.) We have a legitimate interest.

How we store your personal information

Your information is securely stored on our company cloud-based storage system. We keep name, address, email and telephone number for 10 years. We will then dispose your information by deleting from our company records.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at admin@theleakdetectioncompany.co.uk, 01483 310888 and The Leak Detection Company Ltd, The Bothy, Albury Park Estate, Albury, Surrey GU5 9BH if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at The Leak Detection Company Ltd, The Bothy, Albury Park Estate, Albury, Surrey GU5 9BH

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>