

The Leak Detection Company Ltd General Privacy Policy

Date: 5th October 2023

Our contact details

Name: Kimberley Cheney

Address: The Bothy, Albury Park, Albury, Guildford, Surrey GU5 9BH

Phone Number: 01483 310888

E-mail: admin@theleakdetectioncompany.co.uk

Website: www.theleakdetectioncompany.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Name
- Position
- Company name
- Address (including billing and site)
- Email address
- 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, including by telephone, email and via the 'contact us' form on our website.

We also receive personal information indirectly, from the following sources in the following scenarios:

- From a business's website.
- From business's social media.
- From proactive sales calls or emails.

We use the information that you have given us to:

- Process booking enquiries.
- Provide repeat business customers with important updates, such as change of address, pricing etc.
- Send out monthly email updates either, including introducing our company, and the services we offer, which customers can opt out from. These emails are sent out on the basis that the business we are contacting would be interested in and benefit from our services, including where they have demonstrated this by using us in the past.

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.

Date: 05/10/2023

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

Under the UK General Data Protection Regulation (UK 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 and within our cloud-based CRM 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>