

Woody's Limited Privacy Policy Clients

Our contact details

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The type of personal information we collect

We currently collect and process the following information:

- Quote Enquiries - Personal identifiers, contacts, and characteristics (name and contact details)
- Current clients - Personal identifiers, contacts, and characteristics (name and contact details)
- Photographs – Before and After work undertaken pictures used on social media channels (pictures never contain client identifier details)

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:

- You have contacted us for a quote via the Woody's website, email or called us.
- You are a client, and we need the details to invoice you.

We use the information that you have given us to provide you with a quotation and/or invoice via post, email, or text.

We will not share this information with any organisations or individuals outside of Woody's Limited.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Woody's Limited, 13 Fisher Close, Eastbourne, East Sussex, BN23 6BX. woodysgps@gmail.com (07546 745 935)

(b) We have a contractual obligation.

(c) We have a legitimate interest.

How we store your personal information

Your information is securely stored

- Computer = password protected
- Accountancy Software = password protected
- Office = locked filing cabinet
- Mobile Phone = PIN protected
- Email = password protected
- Notebook
- Diary / Quotebook
- Photographs = password protected
- Worksheet / Work brief = paper format shredded after completion of work

We keep the following types of personal information for period.

- Accounting records (Invoice and Receipts) for seven years
- Accident books, accident records, accident reports for three years from the date of the last entry (or, if the accident involves a child/ young adult, then until that person reaches age 21). *Statutory.*

We will then dispose your information by deleting computer stored files and shredding paper documents.

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 woodysgps@gmail.com , 07546 745 935 or 13 Fisher Close, Eastbourne, East Sussex, BN23 6BX 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 Woody's Limited, 13 Fisher Close, Eastbourne, East Sussex, BN23 6BX for data protection queries.

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>