

# 'progressive'

## SWIMMING POOL SPECIALISTS

The Old Ferrari Garage, Rugby Road, Brandon, Warwickshire, CV8 3GH

Tel: **01788 577005** Email: **info@progressive-pools.com**

**www.progressive-pools.com**

## GDPR Privacy Policy

### Controller of personal data.

The controller of personal data is Swimming Pool Supplies Ltd T/A Progressive Swimming Pools which is responsible for your personal data under the relevant data protection law. The company contact details are: The Old Ferrari Garage, Rugby Road, Brandon, Warwickshire, CV8 3GH

### Data storage.

The data is held by Progressive Swimming Pools, stored electronically on our secure computer system, backed by Google security and an external third party provider. Your data is stored and used for internal use and for the purpose of facilitating our clients. Your data is not used for any external marketing purposes, at no time do we pass on, sell, share or swap your data for external marketing.

### Access to your data.

Your personal data is accessed only by authorised Progressive Swimming Pools personnel who undergo regular **GDPR** training.

### Collection of personal data and use of personal data

We collect personal data when you provide this information in relation to an enquiry submitted to Progressive Swimming Pools or you become a client or business associate and enter into a contract with the company. Personal data is collected in the following ways:

- Submitted by you when you contact the company by phone, email or in person.
- Submitted via our website using the enquiry form on our website.

We will only use your personal data as the law allows us to do so and this means:

- To fulfil an enquiry.
- To fulfil a contract.
- To fulfil third party commitments relevant to our company including installation, commissioning and servicing.
- To communicate with you on an ongoing contract/service.
- Generally, we do not rely on consent as a legal basis for processing your personal data, but on the basis of legitimate interest. If you object to your data being processed based on Progressive Swimming Pools legitimate interest, you can, at any time, request that your data not be used/removed from our system by contacting Progressive Swimming Pools on the email address on the contact page of our website, or by emailing info@progressive-pools.com.

### Marketing.

We may use images / photographs for general marketing purposes eg: our website or social media. We may also store images relevant to our services on our internal system eg: swimming pool and plant room solely for the efficient operation of our business.

### Email.

We use layer security to encrypt and protect email traffic in line with regulations. You should be aware that you have responsibility to ensure that any email you send is within the bounds of the law. We will monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that it is your responsibility to ensure that any email you send is within the bounds of the law.

**'progressive' is a trading name of Swimming Pool Supplies LTD** Registered Number 1432017  
England Established July 1971



**Cookies.**

Our website does not collect or store cookie data.

**Right to have data removed.**

You have the right to request that your personal data be removed from our systems at any time. If you are an existing client and request your data removal this may hinder the efficiency of future services.

**Right to rectification.**

You have the right to access the personal data we hold for you, so you can check that we are lawfully processing. You can ask for your personal data to be rectified should any of the information we hold be inaccurate. You can make these requests by getting in touch, by using the email address on the contact page of our website or by emailing: [info@progressive-pools.com](mailto:info@progressive-pools.com).

**Security.**

We use reasonable precautions to keep personal data you give us secure. Only authorised Progressive Swimming Pool personnel can access your personal data, and is used for the sole purpose of operating our business. Progressive swimming Pools use third party services to maintain the security and performance of our computer systems.

**Accounts.**

All client accounts are operated by *SAGE* accounts cloud based software. We do not store any client bank or card details.

**Telephones.**

We operate a recorded telephone system, which is for training, monitoring and security purposes.

**Vehicles.**

To assist with the efficient operation of our company our company vehicles are fitted with a third party live-recorded tracking system. This may be used for internal use.

**Complaints**

If you consider that Progressive Swimming Pools is processing your personal data incorrectly, you can contact us. You also have the right to complain to a supervisory authority.

**Updates to our Privacy Statement**

This Privacy Statement may be modified from time to time – a copy of the most up-to-date statement will always be available on our website. Should there be any material change we will communicate with you about those changes.

