



# buckleigh linen services

Linen rental

Garment rental

Washroom services

Dust control mats

## **Privacy Policy**

This privacy policy sets out how we use and store any information that you might supply to us.

Buckleigh Laundry Ltd T/A Buckleigh Linen Services collect, process, and store certain information about businesses and individuals where we have a legitimate interest or a statutory or contractual obligation to do so.

The data we collect, store and process may include, but is not limited to:

- Contact details such as name, company name, address, telephone numbers and e-mail addresses, bank details and any other information provided at the time of opening an account/supplier account or when making an enquiry about our services or employment opportunities.

## **Purpose of holding information**

We collect, process and store information for a number of reasons which are set out below:

- To fulfil any contractual obligations we have with you.
- To provide quotes for our services when an enquiry has been made.
- To maintain accurate records.
- To carry out administrative tasks to enable us to provide a service to you , such as, accounting procedures, processing orders and customer service and employment opportunities.
- To verify your identity before commencing our provision of service or employment.
- To carry out a credit check (if applicable) before commencing our provision of service.

## **Security**

We take your privacy and the security of any information provided very seriously. We have suitable security procedures in place to protect our paper based systems and measures to protect our computerised databases from loss and misuse. Access is only allowed when necessary to carry out business transactions and by following strict guidelines with regard to the use of any data.

## **Your Rights**

Under The General Data Protection Regulation (GDPR) and The Data Protection Act (DPA) you have a number of rights with regard to your personal data. You have the right to request from us access to,

and rectification or erasure of, your personal data. You are also entitled to restrict or object to processing. In certain circumstances you also have the right to data portability.

If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time. This will not affect the lawfulness of the processing which took place before consent was withdrawn.

You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA with regard to your personal data.

#### **Identity and contact details of the Company Data Controller**

Sue Ward, Office Manager is the controller of data for the purposes of the DPA and GDPR. If you have any concerns as to how your data is processed, you can contact her by email using [sue.ward@buckleigh.co.uk](mailto:sue.ward@buckleigh.co.uk) or you can write to her at, Buckleigh Linen Services, Buckleigh Road, Westward Ho!, Bideford, Devon, EX39 3PX.