

Drainline Southern Ltd takes the privacy of your information very seriously. This privacy policy applies to our use of any and all data collected by us or provided by you in relation to your use of our website, and provides you with information about your rights in relation to this data and how to contact us in the event that you may have a complaint.

ABOUT US

Drainline Southern Ltd is incorporated in England and Wales with registered number 04933418. Our registered office is at Station House South, Mercer Road, Horsham, West Sussex, RH12 3SR.

You can contact us by email at info@drainline.co.uk.

For the purposes of this policy, Drainline Southern Ltd is identified as the data controller.

ABOUT THIS POLICY

This privacy policy relates to users of our website www.drainline.co.uk and any sub-domains of this site unless expressly excluded by their own terms and conditions.

Users of this website are defined as any third party that accesses the website and is not either (i) employed by Drainline Southern Ltd and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Drainline Southern Ltd and accessing the website in connection with the provision of such services.

Data is defined as all the information that you submit to Drainline Southern Ltd via our website. This definition incorporates, where applicable, the definitions provided in any applicable law relating to the processing of personal data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation, for as long as the GDPR is effective in the UK; the General Data Protection Regulation (EU) 2016/679.

This privacy policy applies only to the actions of Drainline Southern Ltd and users with respect to this website. It does not extend to any websites that can be accessed from this website including, but not limited to, any links we may provide to social media websites.

THE DATA THAT WE COLLECT

Most of the data, (including personal data) we process is provided to us directly by you for one of the following reasons:

- When you contact us by email in relation to our goods and service, or;
- When you contact us and provide your information in application to one of our employment vacancies.

PRIVACY POLICY



- When you contact us to provide feedback on our services.
- When you subscribe to any marketing correspondence.
- Any data that is collected automatically as you interact with our website. This may include technical data about your browsing actions and patterns collected by using cookies.
- Automatic collection of some information about your visit to the website. This information helps us to make improvements to website content and navigation, and includes your IP address, the date, times and frequency with which you access the website and the way you use and interact with its content.

HOW WE USE YOUR DATA

Any or all of the above data may be required by us from time to time in order to provide you with the best possible service and experience when using our website, and to respond to you when you have made contact with us. Specifically, data may be used by us for the following reasons:

- To manage our recruitment process.
- To respond to customers, clients, and other stakeholders when they make direct contact with us through our website.
- To process any marketing activity.
- In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.
- We may share your data with our employees, agents, and/or professional advisors to consider applications for vacancies and to manage your request for information about our products and services; in each case, in accordance with this privacy policy.

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.
- Where you have explicitly given positive consent.
- Where we have a contractual obligation.

RETENTION OF DATA

Your personal data may be stored in hard copy at any of our locations or in our IT systems, including our email systems.

It is important that the data we hold about you is accurate and current. Please keep us informed if your data changes during the period for which we hold it.

Unless a longer retention period is required or permitted by law, we will only hold your data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the data be deleted.

Even if we delete your data, it may persist on backup or archival media for legal, tax or regulatory purposes.

We will use technical and organisational measures to safeguard your data.

Access to your data is controlled by restricted access to our secure servers.

Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address: info@drainline.co.uk.

YOUR RIGHTS

You have the following rights in relation to your Data:

Right to access – (i) the right to request copies of the information we hold about you at any time, or (ii) that we modify, update, or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.

Right to correct - the right to have your data rectified if it is inaccurate or incomplete.

Right to erase - the right to request that we delete or remove your data from our systems.

Right to restrict our use of your data - the right to "block" us from using your data or limit the way in which we can use it.

Right to data portability - the right to request that we move, copy or transfer your data.

Right to object - the right to object to our use of your data including where we use it for our legitimate interests.

EXERCISING YOUR RIGHTS

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your data (where consent is our legal basis for processing your data), please contact us via this e-mail address: info@drainline.co.uk.

If you are not satisfied with the way a complaint you make in relation to your data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.

We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

LINKS TO OTHER WEBSITES

This website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of them. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites before using them.

CHANGES OF BUSINESS OWNERSHIP OR CONTROL

Drainline Southern Ltd may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Drainline Southern Ltd. Data provided by users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the data for the purposes for which it was originally supplied to us.

We may also disclose data to a prospective purchaser of our business or any part of it.

In the above instances, we will take steps with the aim of ensuring your privacy is protected.

CHANGES TO THIS POLICY

Drainline Southern Ltd reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be posted on the website and you are deemed to have accepted the terms of the privacy policy on your first use of the website following the alterations.

You may contact Drainline Southern Ltd by email at info@drainline.co.uk.