



GDPR 2021: PRIVACY NOTICE

Scope

This document refers to personal data which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) which is EU wide and far more extensive than its predecessor the Data Protection Act, along with the Privacy and Electronic Communications Regulations (PECR), seeks to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the European Economic Area (EEA). It should be noted that GDPR does not apply to information already in the public domain such as Companies House data.

Charles Wilson Engineers Ltd can confirm the following:

Who we are

Charles Wilson Engineers Ltd is a privately owned rental business committed to offering customers the best equipment backed up by a high level of personalised service. The Company provides plant hire and tool hire nationwide. For the purposes of this Privacy Notice the business will be referred to as CW Plant Hire.

Personal Data

CW Plant Hire uses the information collected from you to provide quotations, make telephone contact and to email you information which the Company believes may be of interest to you and your business. With you making initial contact, you consent to CW Plant Hire maintaining a marketing dialogue with you until you either opt out (which you can do at any stage) or we decide to desist in promoting our services. At all times, the business will work hard to be fully GDPR compliant.

Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence, when you visit a branch, from phone calls and details of your visits to our website, including but not limited to, personally identifying information like Internet Protocol (IP) addresses. CW Plant Hire may, from time to time, use such information to identify its visitors. CW Plant Hire may also collect statistics about the behaviour of visitors to its website. Additional information may be collected from you when you visit a branch to hire equipment, such as a copy of your driving licence or other identity documents. Copies of these documents will only be retained for the duration of the hire agreement and will then be destroyed.

The CW Plant Hire website use cookies which is a string of information that a website retains on a visitor's computer and that the visitor's browser provides to the website each time the visitor returns. The website uses cookies to help CW Plant Hire identify and track visitors and their website access preferences. CW Plant Hire website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using the CW Plant Hire website.

Any information CW Plant Hire holds about you and your business encompasses all the details we hold about you and any sales transactions including any third-party information we have obtained about you from public sources and our own suppliers such as credit referencing agencies.

CW Plant Hire will only collect the information needed so that it can provide you with the services it provides, the business does not sell or broker your data, although coincidentally there may be times when your information could be contained in data that CW Plant Hire have coincidentally purchased from a third-party list broker.

For the purposes of payroll, marketing and certain other services CW Plant Hire uses third party suppliers who, for the purposes of GDPR, are processors. Further information exclusively pertaining to GDPR and employees can be obtained from CW Plant Hire's HR department.

Personal Data Cont.

Most vehicles operated by the business are fitted with 24/7 tracking and Dash Cam devices. In addition, all our sites are equipped with CCTV camera for 24/7 security purposes. CW Plant Hire's policy is to retain this information for three months, unless it is required longer for legal reasons.

Telephone calls are recorded for training and security reasons, call data is retained no longer than twelve months, unless it is required longer for legal reasons.

Legal basis for processing any personal data

To meet CW Plant Hire contractual obligations to its employees, customers and to respond to new business enquiries.

Legitimate interests pursued by CW Plant Hire

To promote the hire business and the different products offered. This may include direct mail, email, newsletters, telephone calls, social media and any other channels to reach those who may be interested in hiring equipment and tools.

Consent

Through agreeing to this privacy notice you are consenting to CW Plant Hire processing your personal data for the purposes outlined. You can withdraw consent at any time by emailing dpo@cwplant.co.uk or by phoning 01582 763122 or writing to us, see last section for full contact details.

Disclosure

CW Plant Hire may, on occasions, pass your Personal Information to third parties exclusively to process work on its behalf. CW Plant Hire requires these parties to agree to process this information based on our instructions and requirements consistent with this Privacy Notice and GDPR.

CW Plant Hire will not pass on information gained from your engagement with the Company without your consent. However, CW Plant Hire may disclose your Personal Information to meet legal obligations, regulations or valid governmental request. The business may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of CW Plant Hire, its employees, customers and/or the wider community.

Retention Policy

CW Plant Hire will process personal data during the duration of the contract and will continue to store only the personal data needed for seven years after the contract has expired to meet any legal obligations. After seven years any personal data not needed will be deleted. Data storage concerning employees is covered in an addendum to their employment contracts.

Data storage

All personal data is held in the United Kingdom.

Your rights as a data subject

At any point whilst CW Plant Hire is in possession of or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that CW Plant Hire refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge.

At your request, CW Plant Hire can confirm what information it holds about you and how it is processed.

You can request the following information:

- Identity and the contact details of the person or organisation (CW Plant Hire) that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of CW Plant Hire and information about these interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

To access what personal data is held, identification will be required

CW Plant Hire will accept the following forms of ID when information on your personal data is requested: a copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If CW Plant Hire is dissatisfied with the quality, further information may be sought before personal data can be released.

All requests should be made to dpo@cwplant.co.uk or by phoning 01582 763122 or writing to us at the address further below.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by CW Plant Hire or its processors, you have the right to complain to the Company. If you do not get a response within 30 days you can complain to the ICO.

The details for each of these contacts are:

CW Plant Hire, attention of the Data Protection Officer
Head Office
86 High Street
Harpenden
AL5 2SP
Telephone 01582 763122 or email: dpo@cwplant.co.uk

ICO

Wycliffe House
Water Lane
Wilmslow
SK9 5AF
Telephone +44 (0) 303 123 1113 or email: <https://ico.org.uk/global/contact-us/email/>