

ECL Ductwork Privacy Notice (website version)

What we need

E Chambers (MES) Ltd trading as ECL Ductwork will need to use data obtained from our clients and suppliers; name, work address, work phone numbers, e-mail address, banking and payment information. We collect this information through e-mails, on-line forms and telephone conversations

Why we need it

We process this information in order to meet our legal, statutory and contractual obligations and to provide you with our products and services. We never collect any unnecessary data and do not process this information in any way, other than already specified in this notice.

What we do with your personal data

All personal data is processed only by ECL office staff and is safe and secure, on a password protected network attached storage drive, in locked filing cabinets or on a secure telephone system. We do not pass on your details to third party organisations, except where required for the above purposes or unless the law requires us to do so.

How long do we keep it?

We will only ever retain personal information for as long as is necessary. We are required under UK law to keep some records for a minimum of 6 years, after which time it will be destroyed. Payment Card information is taken at point of sale, via our card machine and never recorded.

What are your rights?

If at any point, you believe the information we hold about you is incorrect, you can request to see this information, and have it corrected or deleted. We may make a small charge for this. If you wish to raise a complaint about how we have handled your personal data, please contact Hayley Crawford who will investigate.

Hayley Crawford
Office Manager
ECL Ductwork
01353 624126
hayley@ecl-ductwork.co.uk

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioners Office (ICO).