

ASW PEST CONTROL SPECIALISTS LTD

Scope

This policy applies to the following businesses:

- ASW Pest Control Specialists Ltd which is a Limited Company incorporated in England with Company Number 03068102 with a registered address of 19 Audley Road, Chippenham, Wiltshire SN14 0DY.

The privacy policy explains how we use any personal information we collect about you when you use our services.

Glossary of Terms

What is personal data?

Personal data relates to any information about a natural person that makes you identifiable which may include (but is not limited to):

- Names and contact information ie addresses, emails and telephone numbers
- National Insurance Numbers (staff)
- Employment history
- Employee numbers
- Credit History
- Personal tax
- Payroll and accounting data

What is sensitive personal data?

Sensitive personal data refers to the above but includes genetic data and biometric data. For example:

- Medical conditions
- Religious or philosophical beliefs and political opinions
- Racial or ethnic origin
- Convictions
- Biometric data (eg photo in an electronic passport)

What is a Data Controller?

For general data protection regulation purposes, the “data controller” means the person or organisation who decides the purposes for which and the way in which any personal data is processed.

The data controller is ASW Pest Control Specialists Ltd, 19 Audley Road, Chippenham, Wiltshire SN14 0DY.

V1.0 17-May-18

ASW Pest Control Specialists Ltd
19 Audley Road, Chippenham, SN14 0DY
Registered in England No. 03068102

ASW PEST CONTROL SPECIALISTS LTD

The data protection officer is Sheree Wilson, Office Administrator, who can be contacted at the above address or on info@aswpestcontrol.co.uk or by calling 07825 997471.

What is a Data Processor?

A “data processor” is a person or organisation which processes personal data for the controller.

What is Data Processing?

Data processing is any operation or set of operations performed upon personal data, or sets of it, be it by automated systems or not. Examples of data processing explicitly listed in the text of the GDPR are: collection, recording, organising, structuring, storing, adapting, altering, retrieving, consulting, using, disclosing by transmission, disseminating or making available, aligning or combining, restricting, erasure or destruction.

What do we mean by Business to Consumer?

Customers who have signed a Service Agreement.

What information do we collect about you and how?

ASW Pest Control Specialists Ltd, as a Data Controller, is bound by the requirements of the General Data Protection Regulations (GDPR).

You agree that we are entitled to obtain, use and process the information you provide to us to enable us to discharge the Services (as defined in our Service Agreement) and for other related purposes including;

- Updating and enhancing client records
- Analysis for management purposes
- Statutory returns
- Legal and regulatory compliance.

We collected information about you when you signed the Service Agreement.

Our website does not collect any data, use cookies, allow analytics, collect IP addresses or allow internet based advertising.

ASW PEST CONTROL SPECIALISTS LTD

How will we use the information about you and why?

At ASW Pest Control Specialists Ltd, we take your privacy seriously and will only use your personal information to provide the Services you have requested from us, and as we have identified above. We will only use this information subject to your instructions, data protection law and our duty of confidentiality.

For Business to Consumer Clients our lawful reason for processing your personal information will be “A contract with the individual” eg to supply goods and services you have requested, or to fulfil obligations under an employment contract. This also includes steps taken at your request before entering into a contract.

We will not share your information for marketing purposes with companies so that they may offer you their products and services.

Security precautions in place about data collected

When you give us personal information, we take steps to make sure that it's treated securely.

Non-sensitive details (your email address etc.) are sent normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

How long will we hold your data for?

- Contracted Services: We will hold your data for 7 years in line with our regulatory requirements.

Access to your information, correction, portability and deletion

What is a Subject Access Request?

This is your right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email or write to us at the following address: Sheree Wilson, ASW Pest Control Specialists Ltd, 19 Audley Road,

ASW PEST CONTROL SPECIALISTS LTD

Chippenham, Wiltshire, SN14 0DY. We will respond to your request within one month of receipt of the request.

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate by emailing info@aswpestcontrol.co.uk or writing to the above address.

Objections to processing of personal data

It is your right to lodge an objection to the processing of your personal data if you feel the “ground relating to your particular situation” apply. The only reasons we will be able to deny your request is if we can show compelling legitimate grounds for the processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defence of a legal claims.

Data Portability

It is also your right to receive the personal data which you have given to us, in a structured, commonly used and machine-readable format and have the right to transmit that data to another controller without delay from the current controller if:

- (a) The processing is based on consent or on a contract, and
- (b) The processing is carried out by automated means.

Your Right to be Forgotten

Should you wish for us to completely delete all information that we hold about you for:

- Email:, info@aswpestcontrol.co.uk or
- In Writing to: Sheree Wilson, ASW Pest Control Specialists Ltd, 19 Audley Road, Chippenham, Wiltshire, SN14 0DY

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Complaints

If you feel that your personal data has been processed in a way that does not meet the GDPR, you have a specific right to lodge a complaint with the relevant supervisory authority. The supervisory authority will then tell you of the progress and outcome of your complaint. The supervisory authority in the UK is the [Information Commissioner's Office](#).

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Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 17th May 2018 and the Version number is 1.0 in line with the new GDPR guidelines.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email: info@aswpestcontrol.co.uk or
- In Writing to: Sheree Wilson, ASW Pest Control Specialists Ltd, 19 Audley Road, Chippenham, Wiltshire SN14 0DY