



**Risehow Industrial Estate, Flimby, Maryport, Cumbria CA15 8PD**

**Telephone: (01900) 818010 Fax: (01900) 818225**  
**www.thompsonsplanthire.co.uk**

## **Customer Privacy Notice**

The purpose of this privacy notice is to outline the personal data that we, Thompsons Plant Hire Ltd, hold about you and notify you how that data is used and your rights under the General Data Protection Regulation (GDPR).

For the purpose of the General Data Protection Regulation 2018 ("GDPR") the data controller is Thompsons Plant Hire Ltd.

### **The personal information we collect about you can include:**

- Data relating to your identity (Name, title)
- Contact Details (address, telephone numbers, email addresses)

### **We use this information to:**

- Provide you with goods or services that you requested;
- Contact you in relation to your account.

### **Lawful basis for processing:**

- We process personal information on our customers to fulfil our contractual obligations to them, the processing of this personal information is necessary to provide you with goods or services.

### **Who we share your data with:**

- We will not disclose any other collected information with anyone else.

### **Retention Policy:**

- Contact information is kept for the duration of the work and for 6 years after the account is closed, we have yearly reviews to remove all personal data from our systems after this time.



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#### **Your rights under the General Data Protection Act:**

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

For more information on your rights under the General Data Protection Act (GDPR) visit <http://ico.org/for-organisations/guid-to-general-data-protection-regulation-gdpr/individual-rights/>

#### **Complaints**

You have the right to make a complaint to the relevant supervisory authority which is the information's office (ICO) if you think your personal information has been handled incorrectly.

#### **Changes to this Customer Privacy Notice**

We reserve the right to update this customer privacy notice at any time, and we will advise you of any substantial updates and provide you with access to a new customer privacy notice. We may also notify you in other ways from time to time about the processing of your personal information.

#### **Contact us**

If you require further information or have any questions regarding this Privacy Notice, then please telephone us on 01900 818010 or write to us as:

Data Protection Officer  
Thompsons Plant Hire Ltd  
Risehow Industrial Estate  
Flimby  
Maryport  
Cumbria  
CA15 8PD