

K & S Toilets Ltd – Privacy Policy

Updated 18th May 2018

GDPR – General Data Protection Regulations 2018

Under GDPR we have a legal duty to protect any personal information which we collect from and enquirers, new customers, existing customers and any other individuals who contact the company via any digital or verbal method. We use recognised technologies to safeguard any digital data received and keep strict security standards to prevent unauthorised access to it. We do not pass any personal details onto third parties apart from those that we are legally required to e.g. HMRC.

Your rights –

Under GDPR you, as an individual, have rights which you can exercise with regard to the information which we hold about you. These rights are as summarised as listed –

- You have the right to request access to any personal data which K & S Toilets Ltd hold and to receive a copy.
- You have the right for any personal data held in any form to be deleted.
- You have a right to object to any of your personal data being processed in such a way that is likely to cause damage or distress.
- You have the right in certain circumstances to have inaccurate personal data amended.
- You have the right to prevent personal data being used for the purposes of direct marketing.
- You have the right to claim compensation for any breaches in the storage or use of your personal data caused by K & S Toilets Ltd.

Visiting our website

When an individual visits our website we utilise a third party service – Google Analytics to collect standard internet logged information including visitor movements and patterns. The resultant data does not include names, addresses or other personal data which would allow for individuals to be identified.

We do not request or knowingly allow Google to attempt to identify individuals who visit our website.

Use of Cookies on our websites

We use Cookies which track individual's movements around our websites. This is solely for the purpose of gaining an understanding of the most popular pages and the routes of navigation around the site so that we can analyse this information and improve the potential customer experience. At no time does this data allow identification of individuals. The data includes IP addresses, pages visited and Browsers used by the visitor. We have been informed that any data used by Google Analytics expires 2 years after collection.

Individual's data collected from our websites

Data collected from our website is only in the format of interested individuals completing our online contact form and forwarding to us. We utilise commercially available software to safeguard this data.

Any data received via our online contact form is utilised only for the purposes of contacting the requestor and fulfilling their requirements. Data from contact forms is transferred to our in house ACT database.

Our Privacy Policy does not cover any links from our website to others, we would encourage you to check any privacy statements on sites visited in this way.

Contacting K & Toilets via social media

Individuals contacting us via social media (Facebook) are protected by Facebook's Privacy Policy. As a small company we are unable to have any impact on systems used by this multinational company. However, any personal data which is received via this media is treated as any other data received by us from any other source i.e. it is recorded on our own internal systems (paper or digital) and falls under the same strict code of practise.

Contacting K & S Toilets by phone or email

When we receive communications from enquirers by phone any personal information is transcribed by hand onto paper. No recordings are made or kept of telephone conversations either in or out of the office

We use TLS to encrypt and offer protection to all incoming and outgoing emails. If the email sender uses a service not supporting TLS we cannot guarantee that any emails sent or received by us may not be protected in transit.

We monitor any emails received by us, including file attachments, for viruses or malicious software. A commercially available anti-virus and malware program is used for this purpose.

Complaints & Queries

K & S Toilets Ltd endeavours to meet the highest standards when collecting or using individual's personal data. It does not provide exhaustive detail of all aspects of K & S Toilet's collection or use of personal information data. If you have any queries regarding our policy please do contact us either via email – katherine@kandstoilets.co.uk or post to Data Controller, K & S Toilets Ltd, Coed Cochion, Bryntirion Lane, Rhayader, Powys LD6 5LT

Updates

Our Privacy Policy will be reviewed on a regular basis and if changes are made an updated version will be uploaded onto our website and will be available at our premises. If our Privacy Policy is changed.