

Privacy Policy

South West Scaffolding Limited are committed to protecting your privacy and compliance in line with the General Data Protection Regulations applicable to the United Kingdom. We respect the privacy rights of our users and recognise the importance of protecting the information collected about you. As you browse our website and whenever you communicate with us, we collect information.

By providing us with your personal information, you consent to the collection and use of any information you disclose in accordance with this privacy policy. We may update this policy from time to time without notice to you, so please check it regularly.

What information do we collect?

We will collect and process a range of information about you. This information is collected when you interact with us, open an account, submit an enquiry via the website, place an order for products or services and/or any further information requested from you. This includes: -

- Your name, address and contact detail, including email address and telephone number.
- Terms and conditions of your contract.
- Details of your bank account.
- Information about your usage of our website using cookies.

We collect 2 types of information from you when you visit our website:

1. Non-personal information: such as IP address (the location of the computer on the internet), pages viewed, and files downloaded. This helps us to determine how many individuals use our sites, how many people visit on a regular basis, which pages are most popular, and which pages are least popular. This information doesn't tell us anything about who you are or where you live, it simply allows us to monitor and improve our service.
2. Personal information: such as name, postal address, telephone number and e-mail address. We collect this information only in connection with specific activities, such as requests for quotations or information on our services'. The information is needed to fulfil your request. You don't have to disclose any of this information to browse our website. However, if you do choose to withhold requested information, we may not be able to provide you with certain services.

How do we use the information we collect about you?

We may use the information provided by you:

- To process your order or manage your account, from ordering, processing, delivery and payment.

- To notify you about important changes or developments to your site or services.
- For record keeping purposes.
- To keep you informed about our products and services that we offer.
- For customer care and to help in any future dealings with you.

Please note we only retain information for legal limited obligation periods in order to respond to your query, provide you with information you require or send you updates on our products and services for as long as you indicate you are happy for us to do so.

Who has access to your data?

We never sell or make your personal details available to companies outside of South West Scaffolding Limited, for marketing or any other purposes. We may have to disclose your information by law in the event that The Court, police or other law enforcement agency has requested it.

How do we protect your data?

The company takes the security of your data seriously. The company has internal policies, procedures and controls in place to ensure your data is not lost, misused or disclosed.

Only employees who need your information in order to complete their jobs have access to it.

Your Rights

As a data subject you have a number of legal rights. You can:

- Request a copy of the information we hold about you.
- Require the company to change incorrect or incomplete data.
- Require the company to delete or stop processing your data.

If you would like to exercise any of these rights, please contact the Data Controller via email info@swscaffolding.co.uk or write to us at the following address:

South West Scaffolding Ltd, Unit 6A Webbers Way, Dartington, Totnes TQ9 6JY

Glossary of Terms

Cookies – Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result. Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

Data Controller- The person who (either alone or with others) decides what personal information South West Scaffolding Limited will hold and how it will be held or used.

Data Protection Act 2018 - The Data Protection Act 2018 is a United Kingdom Act of Parliament which updates data protection laws in the UK. It is a national law which complements the European Union's General Data Protection Regulation.

Data Protection Officer – The person(s) responsible for ensuring that South West Scaffolding Ltd follows its data protection policy and complies with the Data Protection Act 2018.