

CUSTOMER AND SUPPLIER PRIVACY NOTICE

DATA CONTROLLER: Eaton Environmental Services Ltd, contact Mike Little, Managing Director

DATA PROTECTION OFFICER: Michelle Joyner, Office Manager

The company collects and processes personal data relating to its customers and suppliers to manage the commercial relationship. The company is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

WHAT INFORMATION DOES THE COMPANY COLLECT?

The company collects and processes a limited range of information about its customers and suppliers. This includes, but is not limited to the following:

Certain individual's name and contact details, including email address and telephone number;

Details of customer's and supplier's bank accounts;

The company may collect this information in a variety of ways. For example, data might be collected through credit application forms, information from credit reference agencies, information from Companies House and from customers' and suppliers' websites.

Data will be stored in IT systems protected by passwords and sometimes encryption, e.g. when stored in the cloud.

WHY DOES THE COMPANY PROCESS PERSONAL DATA?

The company needs to process data to enter into a business relationship with customers and suppliers, and to meet its obligations under the relationship. For example, it needs to be able to contact relevant individuals to set up and manage a water hygiene monitoring contract at a customer's premises. The company may also need to contact individuals to resolve payment problems or disputes, and to respond to and defend against legal claims.

The company also carries out customer satisfaction surveys and specific personnel will be contacted if they agree to take part in a survey.

WHO HAS ACCESS TO DATA?

Customer's and supplier's information may be shared internally, including Directors, senior managers and Office Administration personnel if access to the data is necessary for performance of their roles.

HOW DOES THE COMPANY PROTECT DATA?

The company takes the security of customer's and supplier's data seriously. The organisation has internal policies and controls in place to try to ensure that data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the performance of their duties.

At Eaton Environmental Services we are committed to maintaining the trust and confidence of our customers and suppliers. In particular, we want people to know that we do not sell, rent or trade email lists with other companies and businesses for marketing purposes, or any other purpose. In this Privacy Policy, we've provided information on when and why we collect any personal information, how we use it, and how we keep it secure.

FOR HOW LONG DOES THE COMPANY KEEP DATA?

The company will hold any customer's and supplier's personal data for the duration of our business relationship, and all personal data will be deleted at the end of that relationship.

INDIVIDUAL'S RIGHTS

Customer's and supplier's employees as data subjects, have a number of rights. They can:

Access and obtain a copy of their data on request;

Require the company to change incorrect or incomplete data;

Require the company to delete or stop processing their data, for example where the data is no longer necessary for the purposes of managing a contract;

If people would like to exercise any of these rights, please contact our Data Protection Officer.

If they believe that the company has not complied with their data protection rights, they can complain to the Information Commissioner.

AUTOMATED DECISION-MAKING

Eaton Environmental Services does not make decisions based solely on automated decision-making.
