

# ONE WASTE CLEARANCE

This privacy notice is to let you know how One Waste Clearance Limited look after your personal information. This includes information you provide whilst engaging with us and information we learn by having you as a customer.

## How the law protects you –

Under the General Data Protection Regulations (GDPR) we can only use personal information if we have a proper reason to do so. Therefore, we will ensure we have one or more of the following reasons before processing your data:

- To fulfil a contract we have with you
- When it is our legal duty
- When it is in our legitimate interest
- When you consent to it

Here is a list of all the ways that we may use your personal information, and which of the reasons we rely on to do so. This is also where we tell you what our legitimate interests are.

## What One Waste Clearance Limited use personal information for;

### Our reasons

### Our legitimate interests

- To enable you to request and receive information from our website
- To develop and carry out marketing activities
  - Consent
  - Our legitimate interests
  - Seeking your consent when we need it to contact you
  - To enable us to contact you with information you have requested
- To engage with potential customers
- To deliver our products and services
- To invoice and collect payments from customers
- To notify you of industry changes which are relevant to the work we do for you

- To manage and enhance our relationship with you or your business
  - Fulfilling our contracts
  - Our legitimate interests
  - Our legal duty
  - Respond to the needs of potential customers
  - Keeping our records up to date
  - To fulfil our contractual duties to customers
  - Complying with regulations that apply to us
- To obey laws and regulations that apply to us
- To respond to complaints and seek to resolve them
  - Fulfilling our contracts
  - Our legitimate interests
  - Our legal duty
  - To fulfil our legal and contractual duties
- To run our business in an efficient and proper way

This includes managing our financial position, employing staff and developing our business

- Fulfilling our contracts
- Our legitimate interests
- Our legal duty
- Complying with regulations that apply to us
- Being efficient about how we fulfil our legal and contractual duties

### **We may collect the following information**

We may collect the following information about you or your business:

- Contact information including telephone numbers and email addresses
- A record of the fact sheets requested via our website (where consent is given to retain this information).
- Any other information relevant to new enquiries and the delivery of our products and services.
- Personnel, compliance and accounting records necessary for the operation of our business.

- Any permissions, consents or preferences given to us.

### **Where we collect personal information from**

Information obtained from:

- Telephone calls
- Our website
- Emails and letters
- Customer feedback surveys
- Companies or customers that introduce you to us
- Payroll service providers
- 3<sup>rd</sup> party suppliers working on our behalf
- Public information sources such as local authority planning websites

### **Who we share your personal information with**

- One Waste Clearance Limited company directors and employees
- One Waste Clearance Limited associate companies
- 3<sup>rd</sup> parties and suppliers working on our behalf
- HM Revenue & Customs, regulators and other authorities
- Companies that we introduce you to

### **Sending data outside of the EEA**

We will only send data outside of the European Economic Area ('EEA') when we are:

- Following customer instructions
- Complying with our legal duties.

### **Marketing**

We will not sell your personal data. We will only use your personal information to send you marketing messages if we have either your consent or a legitimate interest. You can ask us to stop sending you marketing messages by contacting us at any time.

## **How long we keep personal information**

For our customers we will keep personal information for the duration of the contract to deliver our services. However, we may keep data for up to 7 years after completing the delivery of our services for one of these reasons:

- To provide any follow-up work that may be needed
- To manage conflicts of interest
- To fulfil any contractual obligations
- To respond to any questions or complaints
- To maintain records according to rules that apply to us.

We will retain non-customer related personal information for as long as reasonably required for the efficient operation of our business. We will monitor the data we hold and delete any redundant data where necessary.

## **Security**

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Your rights**

- Where you have given your consent to us to process your data you may withdraw this at any time by contacting us or clicking 'unsubscribe' within any marketing emails you receive from us.
- You can request details of any personal information we hold
- You have the right to get your personal information from us in a format that can be easily re-used
- You have the right to question any information we have about you that you think is wrong or incomplete We will take reasonable steps to check its accuracy and correct it where necessary

- You have the right to object to our use of your personal information, or to ask us to delete, remove or stop using your personal information if there is no need for us to keep it any longer

### **How to complain**

If you are unhappy with how we have used your personal information please let us know.

### **How to contact us**

For any matters relating to this policy, please use our contact details below:

**Telephone:** 020 8685 9393

**Email:** [info@onewasteclearance.co.uk](mailto:info@onewasteclearance.co.uk)

**Write to:**

One Waste Clearance Limited  
Unit 2  
Abbey Industrial Estate  
24 Willow Lane  
Mitcham  
CR4 4NA

You also have the right to complain to the Information Commissioner's Office at <http://ico.org.uk/concerns/>

### **Use of cookies and computer IP address**

One Waste Clearance Limited uses cookies for collecting user information for the purpose of displaying our web site information on your computer in a fully accessible format in order to comply with relevant disability legislation and industry standards.

From time to time we also conduct web visitor surveys which store a cookie on visitors' computers. The cookie is used to identify web visitors who have already been offered the survey so that they are not prompted to participate a second time.

When you visit our website we record your computer's internet protocol (IP) address to help us diagnose any problems with our computer network. Any information logged is not given to any third party companies, and is kept solely for the reasons stated above. It is not linked to personally identifiable information so all visitors to our site remain anonymous.

If this privacy policy changes in any way, we will place an updated version on this page. Please review this page periodically.

This site uses cookies to distinguish you from other users. Some of these cookies are essential to make this site work properly. Other types of cookie help us to provide you with a good experience when you browse our site, allow us to improve our site or the

way we provide our service to customers, or are used to provide you with information that may be of interest to you.

When you visit our website we record your computer's internet protocol (IP) address to help us diagnose any problems with our computer network. Any information logged is not given to any third party companies, and is kept solely for the reasons stated above. It is not linked to personally identifiable information so all visitors to our site remain anonymous.

If you want to restrict or block the cookies we set, you can do this through your browser settings. The 'help' function within your browser should tell you how. Alternatively, you could visit [www.aboutcookies.org](http://www.aboutcookies.org), which contains comprehensive information on cookies on a wide variety of browsers. You'll also find details on how to delete cookies from your computer. To learn about controlling cookies on the browser of your mobile device please refer to your handset manual

## Call Recording Policy

One Waste Clearance Limited has a telephone system facility that is capable of recording conversations. Like many other organisations, this is a standard practice that allows the recording of telephone calls for quality monitoring, training, compliance and security purposes.

Calls received may be recorded by One Waste Clearance Limited and will be retained for a period of twelve months. External calls made by employees of the business may be recorded by One Waste Clearance Limited These recordings will only be used for the purposes specified in this policy.

We shall ensure that the use of these recordings is fair and that we comply with the requirements of the relevant legislation. This includes:

- The Regulation of Investigatory Powers Act 2000;
- The Telecommunications (Lawful Business Practice) (Interception of Communications Regulations) 2000;
- The Telecommunications (Data Protection and Privacy) Regulations 1999;
- The Data Protection Act 1998; and
- The Human Rights Act 1998.

## Scope of policy

Calls received may be recorded by One Waste Clearance Limited. External calls made by employees of the business may be recorded by One Waste Clearance Limited. Under normal circumstances a call will not be retrieved or monitored unless:

- It is necessary to investigate a complaint;
- It is part of a management 'spot check' that customer service standards are being met;
- There is a threat to the health and safety of staff or visitors or for the prevention or detection of crime;
- It is necessary to check compliance with regulatory procedures; or
- It will aid standards in call handling through use in training and coaching our staff.

If it becomes clear that a communication is private or the person making the call says that they do not wish to have their call recorded, the call recording will be stopped.

### **Collecting information**

Personal data collected in the course of recording activities will be processed fairly and lawfully in accordance with the Data Protection Act 1998. It will be:

- Adequate, relevant and not excessive;
- Used for the purpose(s) stated in this policy only and not used for any other purposes;
- Accessible only to managerial staff after securing permission from the Head of Secretariat;
- Treated confidentially;
- Stored securely; and
- Not kept for longer than necessary and will be securely destroyed once the issue(s) in question have been resolved.