



Privacy policy

C Sheppard Ltd

1. Introduction

- 1.1 We are committed to safeguarding the privacy of our clients, suppliers and employees.
- 1.2 This policy applies where we are acting as a data controller with respect to the personal data of our clients, suppliers and employees; in other words, where we determine the purposes and means of the processing of that personal data.
- 1.3 This policy covers the following matters (amongst others); the collection of personal information; the use of that personal information; legal bases for the processing of that information; disclosures of that personal information to third parties; international transfers of personal information.
- 1.4 In this policy, "we", "us" and "our" refer to C Sheppard Ltd. For more information about us, see Section 7.

2. How we use your personal data

- 2.1 In this Section 2 we have set out:
 - (a) the general categories of personal data that we may process;
 - (b) [in the case of personal data that we did not obtain directly from you, the source and specific categories of that data];
 - (c) the purposes for which we may process personal data; and
 - (d) the legal bases of the processing.
- 2.2 We may process your account data ("**account data**"). The account data may include your name, address and email address. The source of the account data is C Sheppard Ltd. The account data may be processed for the purposes of providing our services, ensuring the security of data held within the company, maintaining back-ups of our database and communicating with you. The legal basis for this processing is consent OR the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.
- 2.3 We may process your information included in your personal account held within the company ("**account data**"). The profile data may include your name, address, telephone number, email address, gender, date of birth, relationship status, and employment details. The account data may be processed to enable us to provide the services requested by you. The legal basis for this processing is consent OR the performance of a contract between you and us and/or taking steps, at you request, to enter into such a contract.
- 2.4 We may process information contained in any enquiry you submit to us regarding goods and/or services ("**enquiry data**"). The enquiry data may be processed for the purposes of resolving the enquiry in questions and/or services to you. The legal basis for this processing is consent.
- 2.5 We may process information relating to transactions, including purchases of goods and services, that you enter into with us ("**transaction data**"). The transaction data may include your contact details, your bank details and the

transaction details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract and our legitimate interests, namely Elite Environmental Civils Ltd.

- 2.6 We may process any of your personal data identified in this policy where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.
- 2.7 We may process any of your personal data identified in this policy where necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, or obtaining professional advice. The legal basis for this processing is our legitimate interests, namely the proper protection of our business against risks.
- 2.8 In addition to the specific purposes for which we may process your personal data set out in this Section 2, we may also process any of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.
- 2.9 Please do not supply any other person's personal data to us, unless we prompt you to do so.

3. Providing your personal data to others

- 3.1 We may disclose your personal data to authorised members of C Sheppard Ltd insofar as reasonably necessary for the purposes, and on the legal bases, set out in this policy. Information about C Sheppard Ltd can be found at www.elite-enviro.co.uk.
- 3.2 We may disclose your personal data to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice, or the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.
- 3.4 Financial transactions relating to our services are OR may be handled by the Accounts responsible of C Sheppard Ltd. We will share transaction data with the Accounts responsible only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds.
- 3.6 In addition to the specific disclosures of personal data set out in this Section 3, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. We may also disclose your personal data where such disclosure is necessary for

the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

4. Retaining and deleting personal data

4.1 This Section 4 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.

4.2 Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

4.3 We will retain your personal data as follows:

(a) Accounts Data will be retained for a minimum period of 7 years, after this time, your account data may be deleted from our files should you wish to keep the account active.

4.4 In some cases it is not possible for us to specify in advance the periods for which your personal data will be retained. In such cases, we will determine the period of retention based on the following criteria:

(a) The period of retention of account and transaction data will be determined based on the activity of the individual account.

4.5 Notwithstanding the other provisions of this Section 4, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

5. Amendments

5.1 We may update this policy from time to time by publishing a new version on our website.

5.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

5.3 We may OR will notify you of changes OR significant changes to this policy by email or post.

6. Your rights

6.1 In this Section 6, we have summarised the rights that you have under data protection law. Some of the rights are complex, and not all of the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

6.2 Your principal rights under data protection law are:

- (a) The right to access;
- (b) The right to rectification;
- (c) The right to erasure;
- (d) The right to restrict processing;

- (e) The right to object to processing;
 - (f) The right to data portability;
 - (g) The right to complain to a supervisory authority; and
 - (h) The right to withdraw consent.
- 6.3 You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data.
- 6.4 You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.
- 6.5 In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include: the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; you withdraw consent to consent-based processing; you object to the processing under certain rules of applicable data protection law; the processing is for direct marketing purposes; and the personal data have been unlawfully processed. However, there are exclusions of the right to erasure. The general exclusions include where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defense of legal claims.
- 6.6 In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.
- 6.7 You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

6.8 You have the right to object to our processing of your personal data for scientific or historical research purposes or statistical purposes on grounds relating to your particular situation, unless the processing is necessary for the performance of a task carried out for reasons of public interest.

6.9 To the extent that the legal basis for our processing of your personal data is:

(a) consent; or

(b) that the processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract,

and such processing is carried out by automated means, you have the right to receive your personal data from us in a structured, commonly used and machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

6.10 If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.

6.11 To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

6.12 You may exercise any of your rights in relation to your personal data by written notice to us, in addition to the other methods specified in this Section 6.

7. Our details

7.1 Company Name; C Sheppard Ltd, registered in England and Wales] under registration number 9515583, and our registered office is at Unit 2 Duckmoor Road Industrial Estate, Duckmoor Road, Ashton, Bristol, Bs3 2BJ

7.2 Our principal place of business is at Unit 2 Duckmoor Road Industrial Estate, Duckmoor Road, Ashton, Bristol, BS3 2BJ

7.3 You can contact us:

(a) By post, to the postal address given above;

(b) By telephone, on 01179 661 858; the contact number published on our website; or

(c) By email: info@csheppard.co.uk OR invoices@csheppard.co.uk OR using the email address published on our website .

8. Data protection officer

8.1 Our data protection officer's contact details are:

Connor Sheppard

connor@csheppard.co.uk

Tel: 01179 661 858