



General Data Protection Regulations Statement

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Edition: 02
Date: 01st April 2019

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Personal Data Collected

We collect your personal information from clients & managing agent when we are contacted or emailed by them reporting works required.

The data collected and passed onto us could include the following:

- Your name.
- Your email details.
- Your contact telephone number/s.
- Your postal address.

We will only ever ask for information that is necessary to contact you. We will aim to explain why we would ask for additional information at the point we ask for it.

How we will use your data – Rights to be informed

- We will use the above data in order to contact you to arrange appointments to carry out works reported to us by the agent/client.
- Answer your questions and respond to your requests.
- Send your contact details onto sub-contractors who are identified to provide you the service required following your request.

Third Party Service Providers

We may share your details with a third party to carry out the works required. The data used by such parties is used only to the extent required by them to perform the services required.

Data Sharing

We will not sell or share your data to marketing companies at any time.

Security

We take information security seriously. We will take all appropriate measures to ensure that all personal information that is under our control is held securely and in accordance with the law. We have procedures and security features in place to prevent any unauthorised access to, or misuse or loss of, your personal information.

C.L.D Services Limited, 170 Brooker Road, WALTHAM ABBEY, Essex EN9 1 JH
Tel: 01992 702300 / Fax: 01992 702301 / E-mail: contact@cl-d-services.co.uk / Website: www.cl-d-services.co.uk



You and your data

You have rights to the data that we hold about you.

You have the right to access this data.

You have the right to have any incomplete personal data rectified.

You have the right to have your personal data to be erased.

You may request details of personal information which we hold about you.

A small fee will be payable for us to provide this data to you.

If you would like a copy of the information held on you please write to C.L.D Services Limited, 170 Brooker Road, WALTHAM ABBEY, Essex EN9 1 JH.

If you believe that any information we are holding on you is incorrect or incomplete, please write to the above address or email contact@cld-services.co.uk as soon as possible. We will promptly correct any information found to be incorrect.

Personal Data Retention Period

We will retain your details until we fulfil the purpose of this policy.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.