



PRIVACY POLICY - Clients

We act as a data controller for the information you provide to us. This document details how this information will be used.

Legal basis for processing data:

There are several lawful bases under which we can hold and process your data. Eastmount Building Services Ltd will hold and process your data:

- for the performance of a contract with the data subject or to take steps to enter into a contract
- for compliance with a legal obligation
- for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, right or freedoms of the data subject
- for reasons of substantial public interest (health and criminal convictions)

Information we collect about you:

When you contact us for a quotation we collect the relevant information needed by ourselves to calculate the costs and understand and arrange your quotation needs. The information varies dependant on the specification of works. It may be necessary to collect sensitive personal data and/or we may need information (including sensitive personal data) about other members of your employees, household or family

We collect this information:

Information is collected during our meetings, telephone conversations, letters, e-mails with you and through the completion of acceptance sheets and fact finding.

We store your personal data:

Eastmount Building Services Ltd use several data storage methods which include:

- Electronically on the Sage system
- Manually in paper records
- On iCloud (Word, Excel, Emails, PDF's)

Information held on the Sage system and iCloud is securely backed up and your data encrypted to protect your data from cyber-attacks and on line hackers and manual records are stored in secure locked offices.

How your information will be used and who might it be shared with:

The information we collect may be passed to suppliers to enable them to calculate a competitive quotation to meet your requirements.

In order to obtain the most appropriate quotation it may be necessary to pass your information to other supplier intermediaries.



We may share your data with other third parties in order to meet our legal or regulatory requirements. This includes statutory bodies and third parties who request information about you that they need to help prevent or detect crime and fraud or organisations that are responsible for tax or where we are required to give this information under an order of the court or legislation.

We keep your data for:

We will retain any information held in manual files for 6 years

We will retain any information held electronically for 6 years

OR

We will not retain any information for longer than is necessary

Your personal data is processed by us by our staff in the UK. However, for the purposes of IT hosting and maintenance this information may be located on servers within the European Economic Area.

Your rights of access:

Under the GDPR (General Data Protection Regulations) you have a right to obtain a copy of the personal information that we hold about you free of charge. If you believe that any information held is incorrect or incomplete, you should contact us (see contact details below). Any information that is found to be incorrect or incomplete will be amended promptly.

Erasure Rights:

You have the right to request the deletion or removal of your personal data if you feel there is no compelling reason for its continued processing.

Your Right to Data Portability

You have the right to request us to transmit your data directly to another organisation which we will undertake if this is technically feasible. We will respond to your request within one month and if we are unable to action a request we will explain why.

Your right to object:

Under the GDPR you have the right to object to us processing personal data based on grounds relating to your particular situation. If you object to us processing your personal data we will stop unless there are compelling legitimate grounds for the processing which override your interests, rights and freedoms or, the processing is for the establishment, exercise or defence of a legal claim.

For any of the above please write to us at the address below in the first instance.

Your Right to Complain:

You have a right to complain to the Information Commissioners Office if you feel there is a problem with the way NAME OF BROKER is handling your data. Please contact <https://ico.org.uk/concerns/handling/>




EASTMOUNT
BUILDING & SHOPFITTING SERVICES
Complete Shopfitting & Building Services
VAT REGISTRATION No. 889 5949 26



Marketing

Eastmount Building Services Ltd take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

We will not use your information or share your information with any other company for marketing purposes without your prior consent. If you wish to unsubscribe from receiving marketing material at any time please use the contact details at the bottom of this notice.

Contact Details

If you need any further information or need to contact us please write, telephone or email us at:

Eastmount Building Services Ltd
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656 Chester Road
Erdington
Birmingham
B23 5TE

Telephone – 0121 377 6578

E-Mail – jacki@eastmount.co.uk