

Privacy Policy

Water Wise Services LTD, 25 Bradford Road, Wakefield, WF3 2HE

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Scope of the Privacy Policy

Water Wise Services LTD carry out Legionella services at various sites around the UK. This privacy policy will explain how we as a business uses the data we collect from our customers.

What Data we Collect

- To allow us to provide estimates, quotes and invoices we will collect personal and business information such as names, addresses, email addresses, phones numbers, etc.
- To allow us to deliver our services we will collect information related to each site such as contact details and the sites address. This may also include access information for the site such as alarm codes.

How do we Collect Your Data

- Most of the required data will be collect when you request a quote from us.
- Data is usually collected via a contact from available on our website.
- Data may also be collected via email and telephone conversations.
- We do not collect data from website cookies when using our services.

How Will we use Your Data

- Our company collects data so we can produce, estimates, quotes, invoices, etc.
- Produce risk assessments, test certificates and other material relevant to the work you have asked us to carry out.
- We do not share your data with any other company with the exception of the collect of outstanding balances where your details may be passed for debt collection.

How do we Store Your Data

- Your data will be stored in a database which is password protected on a password protected drive. All records are kept electronically.
- Any data relating to financial records is kept for a period of no more than seven in line with HMRC requirements to keep financial records.
- Any data relating to the Legionella services we provide is kept for no longer than five years in like with HSE record keeping requirements.
- Once the relevant record keeping period has passed all records are deleted or destroyed.

Marketing

- We do not share any data with any outside agency other then when requested by HMRC, the HSE or any other government department.
- We do not carry out regular marketing activities, but we will notify you of relevant important dates such as when your risk assessment is due to expire.

What are Your Data Protection Rights

We would like to make sure you are fully aware of your Data Protection Rights. Ever user is entitled to the following;

- **The Rights to Access**, You have the right to request copies of person data we may hold. We may charge a small fee for this service.
- **The Right to Rectification**, You have the right to request that our company corrects any inaccurate data.
- **The Right to Erasure**, You have right to request that under certain circumstance that we erase your personal data.

- **The Right to Restrict Processing**, You have the right to request that we restrict processing of your personal data under certain circumstances.
- **The Right to Object to Processing**, You have the right to object to us processing your personal data, under certain circumstances.
- **The Right to Data Portability**, You have the right to request that we transfer the data we have collect to another company or directly to yourself under certain circumstances.

If you make a request, we have one month in which to respond to you. If you would like to exercise any of these rights then please contact us via email at: contact@waterwiseservices.co.uk