

# ***RAYDEK WINDOW SERVICES LIMITED***

## **Privacy Statement**

Privacy matters to us, so we have produced this statement to explain what information we might collect about you, why we collect it, what we may use it for and who we may give it to.

We will also explain your rights about your information and how we look after it while we have it.

### **WHAT INFORMATION DO WE COLLECT ABOUT YOU?**

The information we collect about you may vary, based on what service we provide to you.

Typically, we need details like:

- Your name, company name and address, so we know who you are.
- Your contact details, such as telephone numbers or email addresses, so that we can keep in touch with you.
- Your bank details or other financial details, so that we can manage payments.

We only collect information about you that we need, to make sure you get the best service from us.

We respect your privacy and we try to minimise what we do collect.

### **HOW DO WE COLLECT INFORMATION ABOUT YOU?**

We prefer to collect the information we need directly from you. That way you know what we have and we can be sure you have provided us with the most accurate and up to date information.

We will usually do this:

- When you set up an account with us.
- When you contact us for any reason.

Where necessary, we may collect information about you from other 'third parties' such as Credit Reference Agencies.

Reviewed, Revised & Updated – March 2024  
Approved by Mr Raymond Boundy – Director



## **WHAT DO WE DO WITH THE INFORMATION WE COLLECT ABOUT YOU?**

We use your information in various ways, such as to:

- Meet the purposes that you provided your information for.
- Provide you with the services you want.
- Keep our records accurate and up to date.
- Comply with applicable laws, regulations and rules.
- Recover a debt, in the event of non-payment.

## **WHO DO WE SHARE YOUR INFORMATION WITH?**

We appreciate that you have provided your information to us and may not want us to share it with other people or organisations. However, sometimes it is necessary for us to do so.

We only share your information where we are permitted or required to by law. For example, we may share your information with:

- Our employees who provide you with our service.
- Carefully selected contractors and specialists to help us provide you with our services.

We are careful to minimise such sharing. Whenever we share your information we do everything we can to make sure it is protected from misuse or loss.

## **HOW DO WE LOOK AFTER AND SECURE YOUR INFORMATION?**

When we collect information about you we make sure that we minimise what we collect.

We try to collect enough accurate and up to date information so that we can provide you with an excellent, efficient service.

We try not to keep your information for longer than we need to and we make sure that the information we have about you is managed properly and deleted promptly and securely when we no longer need it.

We take appropriate care to secure the information we hold about you, using security, such as passwords.

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We have policies and procedures to make sure your information is only available to our employees who need to see it to do their job.

In everything we do with your information, we try to be fair, lawful and open. We take seriously our obligations towards your privacy and the protection of information we may hold about you.

### **EMAIL OR PHONE**

If you have contacted us by email or provided an email address, we may use this to contact you if we need to.

You should also be aware that information conveyed by email could be deliberately or accidentally intercepted or corrupted. While we make every effort to make sure that emails we send to you are free from viruses, this cannot be guaranteed. We recommend that you scan all emails for viruses with appropriate up to date virus checking software.

If you have provided us with your phone number (landline or mobile), we may use it to contact you if we need to, including sending texts.

Please let us know if your contact number or email address changes, so that we can keep this information up to date.

### **YOUR RIGHTS**

The Data Protection Act 1998 gives you certain rights towards your personal information. We take all reasonable efforts for you to exercise those rights.

You have the right to see all personal information we hold about you. If you want to see the information that we have about you and details of our processing of your personal information, you can make a request by writing to:

RayDek Window Services Limited  
Unit 9 Throckley Way  
Middlefields Industrial Estate  
South Shields  
Tyne & Wear  
NE34 0NU

To make sure that we only give your information out to you and not someone else, you will need to provide us with two current forms of identification.

Reviewed, Revised & Updated – March 2024  
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## **YOU HAVE THE RIGHT TO HAVE YOUR INFORMATION CORRECTED**

We take all reasonable steps to make certain that the information we have about you is accurate and up to date. If you think that what we have is not accurate or up to date, please tell us as soon as possible and we will correct it.

## **CHANGES TO THIS STATEMENT**

From time to time we may amend this Privacy Statement to reflect changes in the law, our experience of handling your information or for other legitimate reasons. We therefore suggest that, from time to time, you make sure you are aware of the latest version.

Reviewed, Revised & Updated – March 2024  
Approved by Mr Raymond Boundy – Director

A handwritten signature in black ink, appearing to read 'R Boundy', is positioned in the bottom right corner of the page.