



## **Who is collecting and using your personal data?**

Oldbury's will act as a "data controller" for any personal data that you provide to us. As such, we will ensure that the data you give us is processed in line with your rights under the EU General Data Protection Regulations and associated data protection laws currently applicable in the UK.

Please note that failure to provide your personal data to us will prevent us from providing a service to you

## **Why are we collecting your personal data?**

We are collecting your personal data for the following purposes;

Quote for works  
Invoice for works  
Attend site visits  
Communicate with the customer or other professionals

We rely upon your consent for us to process your personal

## **Who we will share your personal data with?**

In order to deliver services to you and to get the best possible cost for the works we quote for, it may be necessary for us to share your personal data (name, address and telephone number) with other sub-contractors (e.g. scaffolders, roofers etc), Oldbury's will always inform our clients before we do this;

## **How long will we hold your personal data?**

Oldbury's will retain your personal data for only as long as it is necessary,

Works we have quoted for- 3 years  
Works we have completed – 6 years

## **Exercising your rights**

Under the Data Protection Act 2017 and the EU General Data Protection Regulations you have the following rights;

- The right of access to your own personal data
- The right to request rectification or deletion of your personal data

- The right to object to the processing of your personal data
- The right to request a copy of the information you provide us in machine readable format
- The right to withdraw your consent to any processing that is solely reliant upon your consent

Should you wish to exercise any of your rights, you should contact Oldbury's

### **Your right to complain**

In the event that you wish to complain about the way that your personal data has been handled by Oldbury's, you should write to us and clearly outline your case. If you remain dissatisfied with the way your personal data has been handled, you may refer the matter to the Information Commissioner's Office whose contact details are below.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)