

## **General Data Protection Regulation Privacy Notice May 2018**

Exe Valley Fuels Ltd takes the protection of your privacy very seriously. We will only use your personal information to deliver the services you have requested from us, and to meet our legal responsibilities.

### **How do we collect information from you?**

We obtain information about you when you engage us to deliver our services and/or when you use our website to contact us but generally at the time of placing your first order we will ask for personal details in order to fulfil your request for a delivery of products.

### **What type of information do we collect from you?**

The personal information we collect from you will usually include your name, address and telephone number. Depending on how you contact us we may also receive your email address. Other information may include limited bank account details when paying by cheque and which pages you may have visited on our website and when you accessed them.

We have a secure manual record system for all customers who have placed an order with us with personal details including name, address and telephone number, details of any orders and payments that have been made. We also maintain a secure computerised monthly sales record which only shows the customer surname and first line of your home address and amount due for the sale. Only Exe Valley Fuels Ltd have access to all these records and e-mails.

Any information received through our message service on our Facebook page can be accessed by Exe Valley Fuels Ltd but no one else. You may request that once we have made note of those personal details on your records that I delete the messages.

Any information given to us via text message on our mobile phone is only accessible by the direct person you are contacting and all phones are locked meaning they can only be accessed by either a code or fingerprint recognition. You may request that these messages are deleted once all relevant information has been made note of in your records.

### **How is your information used?**

In general terms, we will only use your information to:

- to contact you regarding your order
- to discuss matters relating to products
- process your order/delivery
- find your location to deliver your order
- contact you by post, email or telephone
- understand your needs and how they may be met
- maintain our records in accordance with applicable legal and regulatory obligations
- process financial transactions

We are required by legislation, to keep your personal information for legal and insurance purposes. To ensure compliance all information will be retained for a period of 7 years from initial communication after which it will be securely destroyed unless you are still a customer. You do have a right to see any of the information we keep and to request that any data be changed and data be securely destroyed

## **Who has access to your information?**

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

We will not use your personal information for marketing purposes, although we may after asking your express permission, take photographs of your fuel being delivered as we do sometimes put them on our social media sites but will never publish any names or other details.

Any staff with access to your information have a duty of confidentiality under the ethical standards that this firm is required to follow.

Third Party Service Providers working on our behalf.

We will only share your personal information, which may include your home address and telephone number, to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf, for example a supplier/fuel expert called in to assess any product issues at your home. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we also have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

Please be assured that we will not release your information to third parties unless you have requested that we do so, have given express permission for us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention and detection of crime, fraud or corruption.

## **How you can access and update your information?**

Keeping your information up to date and accurate is important to us. We commit to regularly review and correct where necessary, the information that we hold about you. If any of your information changes, please email or write to us, or call us using the 'Contact information' noted below.

You have the right to ask for a copy of the information Exe Valley Fuels Ltd holds about you.

Security precautions are in place to protect the loss, misuse or alteration of your information

Whilst we strive to protect your personal information as far as reasonably practicable, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Once we receive your information, we make our best effort to ensure its security on our systems. Your data will usually be processed in our offices in the UK. We take the security of your data seriously and so all our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements.

## **Your choices**

We may occasionally contact you by [post / email / telephone] with details of any changes in legal and regulatory requirements or other developments that may be relevant to you and, where applicable, how we may assist you further. If you do not wish to receive such information from us, please let us know by contacting us as indicated under 'Contact information' below.

## **Your rights**

**Access to your information:** You have the right to request a copy of the personal information about you that we hold.

**Correcting your information:** We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

**Deletion of your information:** You have the right to ask us to delete personal information about you where:

- you consider that we no longer require the information for the purposes for which it was obtained
- you have validly objected to our use of your personal information - see 'Objecting to how we may use your information' below
- our use of your personal information is contrary to law or our other legal obligations
- we are using your information with your consent and you have withdrawn your consent - see 'withdrawing consent to use your information' below.

**Restricting how we may use your information:** In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where there is no longer a basis for using your personal information but you do not want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

**Objecting to how we may use your information:** Where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

**Withdrawing consent to use your information:** Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us in any of the ways set out in 'Contact information' below if you wish to exercise any of these rights.

## **Changes to our privacy notice**

We keep this privacy notice under regular review. Paper copies of the privacy notice may also be obtained by emailing [exevalleyfuels@btconnect.com](mailto:exevalleyfuels@btconnect.com)

This privacy notice was last updated on 1 May 2018.

## **Contact information**

### **Exe Valley Fuels Ltd**

The Coal Yard

Poltimore Barton

Poltimore

EXETER

EX4 0BQ

Email: [exevalleyfuels@btconnect.com](mailto:exevalleyfuels@btconnect.com)

Telephone: 01392 841464

## **Complaints**

We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner's Office at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website: <https://ico.org.uk/concerns>