

PRIVACY NOTICE

INTRODUCTION

L G Cooper Roofing is committed to delivering an exceptional customer service. Your personal information is of utmost importance to us. We wanted to let you know that we have developed this Privacy Policy to reflect upcoming changes to data laws in the UK (GDPR) and applies to the processing and holding of our customers personal data.

What is GDPR?

GDPR (also known as the General Data Protection Regulation) is a new European framework for data protection laws. It gives you greater protection and rights and will give you more control over how your data is used.

We fully support these new regulations and have reflected our commitment to protect your rights and interests in our new Privacy Policy statement. We've provided clarity on what data we have, how we use it, why we need it and who has access to it.

We understand that customers care about the use and storage of their personal information and we value your trust in allowing us to do this in a careful and sensible manner. We have created this privacy policy statement in order to demonstrate our commitment to the privacy of our customers.

Personal information which we collect when you make contact with us

- Your name and address.
- Your contact details including telephone numbers and email address.
- Your bank account details when you wish to pay your invoice by phone
- Details on the service required to your property
- Trading history and relevant information.

How we use your information

Our legal basis for collecting your personal data is to allow us to:

- Ensure we can provide you with a quotation for the service you require, to invoice you and make/receive payments as required.
- Provide information on technical issues and general notifications regarding our business.
- Arrange delivery of materials to your property address if and when required.
- Facilitate tax computations by our accountant based on invoices raised.
- Invite you to take part in client surveys or questionnaires to monitor customer satisfaction/ feedback.
- Enable you to elect to leave a review on one of our customer satisfaction platforms/ review sites.

How long we will keep your personal information

We retain your information to comply with our legal obligations arising from contracts entered into with you, for example tax regulations.

We will remove your data from our systems at the end of the applicable data retention periods unless we are required by current or future law to retain your personal information for a longer period.

Your GDPR rights

At any point you can contact us at enquiries@lgcooper.co.uk to request details concerning the information we hold about you, why we have that information, who has access to the information and where we got the information.

You can withdraw your consent for us to process and hold your data by contacting us via enquiries@lgcooper.co.uk

The Information Commissioner's Office which enforces data protection law can be found at <https://ico.org.uk>

Sharing your information

We would not share your data with anyone else unless we have your express consent and we will never disclose, rent, trade or sell your personal information to any third parties for their marketing purposes.

We may disclose or transfer your data or personal information to our suppliers for the sole purpose of delivery of material or to agents employed by us to perform any necessary functions on our behalf, expressly accounts and tax affairs but they are bound by similar terms to those set out in our privacy policy and may not use this information for their own purposes.

Contact details

If you have any queries about this policy, need further information you can use the details below to contact us at enquiries@lgcooper.co.uk

Changes to this Privacy Policy

We may change this policy from time to time. You should check this policy occasionally to ensure that you are aware of the most recent version of this policy.