

Old Bills Pest Control Privacy Policy

Privacy Notice

We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we are not required to do so, but our Data Protection Compliance Manager has overall responsibility for data protection compliance in our company. Contact details are set out in the "Contacting us" section at the end of this privacy notice.

This notice explains when and why we collect personal information about our customers, by whatever means, how we use it, the conditions under which we may disclose it to others, how we keep it secure and your rights in relation to your personal data.

We may change this notice from time to time so please check the website at <https://www.oldbillspestcontrol.com> or request a copy occasionally to ensure that you are happy with any changes. By supplying your information to this company, you are agreeing to be bound by this notice.

Any questions regarding this notice and our privacy practices should be addressed to info@oldbillspestcontrol.com or telephone 01494 581803.

How do we collect information about you?

We obtain information about you when you telephone or Email us or forwarded by other parties acting as your agent.

What type of information is collected about you?

The personal information we collect will include your name, address, email address, telephone number.

The legal basis for the processing of your personal data is to enable the company to fulfil our contractual obligations to you and contact you when required.

How is your information used?

We may use your information to:

- *to carry out our obligations maintain the service or works required.*
- *seek your views or comments on matters relating to the service provided or works undertaken.*
- *send you communications which you have requested and that may be of interest to you. These will include any details of products used, areas treated and costings.*

How long do we retain your information?

We will hold your personal information on our systems for as long as is necessary to carry out our obligations in relation to your as is set out in any relevant agreement between us. Where an individual work with us ceases your information will be securely kept for a period of 3 years, after which your information will be deleted.

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.

Please be reassured that we will not release your information to third parties unless at your request or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

How you can access and update your information?

The accuracy of your information is important to us. You can check the information we hold is correct via email to info@oldbillspestcontrol.com.

What are your rights?

(a) the right to access.

You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data.

(b) the right to rectification.

You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.

(c) the right to erasure.

In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include the personal data being no longer necessary in relation to the purposes for which the data was collected or otherwise processed and wish the data not to be held for our standard 3 years. The data is required for this company to fulfil its obligations.

(d) the right to restrict processing.

In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are:

You contest the accuracy of the personal data.

Processing is unlawful but you oppose erasure.

We no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and have objected to processing, pending the verification of that objection.

Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.

(e) the right to object to processing.

You have the right to object to our processing of your personal data for direct electronic communications purposes. If you make such an objection, we will cease to process your personal data for this purpose.

(f) the right to data portability.

To the extent that the legal basis for our processing of your personal data is that the processing is necessary for the performance of a contract to which you are party and such processing is carried out by automated means, you have the right to receive your personal data from us in a structured, commonly used and machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

(g) the right to complain to a supervisory authority.

If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with the Information Commissioners Office. <https://ico.org.uk>

(h) the right to withdraw consent.

To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

You may exercise any of your rights in relation to your personal data by written notice to us.

Contacting Us

Old Bills Pest Control, Lime Tree House, Lime Tree Walk, Amersham, Bucks, HP7 9HY