

A. MONGER LTD

Established 1899

Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact Details

Post

The Forge, West End, Sherborne St John, Basingstoke, Hampshire, RG24 9LE

Telephone

01256 850025

Email

Info@amongerltd.com

What information do we collect, use and why?

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Purchase or Account History
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Health and safety information
- Account information
- Records of meetings and decisions
- Information relating to compliments or complaints

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Account information
- Records of meetings and decisions
- Information relating to compliments or complaints

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Lawful Bases

Our lawful bases for collecting or using personal information to provide services and goods are:

- Consent
- Contract
- Legal obligation
- Legitimate interest

We need the customer's details to organise visits, prepare invoices and send estimates. We need the supplier's details so we can pay our supplier invoices and contact them if there are any issues with the invoices

Where do we get personal information from?

- People directly
- Healthcare providers
- Schools, colleges, universities, or other educational organisations
- Councils and other public sector organisations

How long do we keep information?

Approximately 10 years to ensure we have sufficient records in the case of any legal issues or further work is required.

Who do we share information with?

Data processors – Brenda Lockyer

This data processor does the following activities for us: Payroll, all account details for supplier and customer.

Others we share personal information with:

- Health care providers
- Organisations we need to share information with for safeguarding reasons
- Warranty and guarantee providers
- Professional consultants

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Your data protection rights

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal data
- Your right to rectification – You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – You have the right to ask us to erase your personal data in certain circumstances.
- Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability – You have the right to ask us that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

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If you remain unhappy with how we have used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information commissioner's office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last Updated: 07th August 2024