

BURCH DRAINAGE LTD

DRAIN, SEWER & PIPE CLEANING,
INSTALLATION & REPAIRS

40 Bourne Gardens, London E4 9DX

0800 1955 888

020 8556 1222

Email: info@burchdrainage.com

Website: www.burchdrainage.com

Burch Drainage Ltd customer privacy notice

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

Contact details

Telephone

02085561222

Email

info@burchdrainage.com

What information 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)
- Health and safety information
- Photographs or video recordings

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

- Names and contact details
- Addresses

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- Purchase history

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information

Lawful bases

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

- Consent

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent

Where we get personal information from

- People directly

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How long we keep information

For information on how long we keep personal information, see our retention schedule at <https://www.burchdrainage.com/>

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 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

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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.

If you remain unhappy with how we've 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

11 July 2024