



Trust Hygiene Services Limited
Principle House
Leamore Lane
Bloxwich, Walsall
West Midlands
WS2 7PS

Fair Processing Notice

Who we are

We are a multi-disciplined workplace service provider whose operations include but are not limited to clinical waste services, washroom facilities, water coolers, water boilers, dust control mats, cleaning & hygiene supplies, deep cleans and specialised dosing systems.

What we need

Trust Hygiene Services Limited will be what is known as the "Data Controller" of the personal data you, the client provide to us. Trust Hygiene Services Limited company registration number is 04443970 and it's registered address is Principle House, Leamore lane, Bloxwich, Walsall, West Midlands, WS2 7PS.

We will only collect basic personal data about you where processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract. This may include special categories of personal information about you (often known as 'sensitive personal data'). This information does however include for example, details necessary to do business together either now or in the future such as your name, address, email address, mobile, company details, job title.

Why we need it

We need to know basic personal data in order to offer or provide you with services at your business whether that be now or in the future. We assert our right to be recompensed in return for these services, as per the service agreement or contract we have, or may have in the future with you. If you do not provide this information then we will be unable to provide the services you have requested

What we do with it

All the personal data we hold about you will be processed by our staff in the United Kingdom and no third parties will have access to your personal data unless there is a legal obligation for us to provide them with this, for example, governing bodies such as the Environment Agency. Please be aware, however, that your information may be stored on a cloud-based system whose servers are located within the European Union. We will take all reasonable steps to ensure that your personal data is processed securely. We will not sell or rent your information to third parties. Email addresses are transmitted normally over the Internet and this can never be guaranteed to be 100% secure. While we strive to protect your personal information you transmit to us, you do so at your own risk and we make our best effort to ensure its security on our systems.

How long we keep it

We will generally keep your personal data for a minimum of 3 years, or for the length of the contract we have with you, after which time it will be destroyed if it is no longer required for the lawful purpose(s) for which it was obtained. We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to

fulfil our statutory obligations. More information on our retention schedule can be found in our privacy policy. For example, we are bound by legislation to keep records relating to waste transfer/duty of care and service recognition for a minimum of 3 years.

What we would also like to do with it

We would like to send you information about our own products and services, by post, telephone, email and SMS. We will not share your information with third parties for marketing purposes. If you agree to being contacted in this way, please tick the relevant boxes & email this form to sales@trusthygiene.co.uk:

POST

EMAIL

PHONE

SMS

Your name:

Company name:

Post code:

Account number if relevant:

Right to be forgotten

You have the right to ask us for access to any personal data we may hold on you and for it to be removed/wiped from our systems. There is no charge for this, unless it is deemed to be manifestly unfounded or excessive in which case we may charge a fee to cover administration costs we will incur in providing the information to you. Please contact us stating your request in writing to sales@trusthygiene.co.uk.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which is placed on your computer's hard drive. The cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.