

Privacy Policy

At A Class Building Services Limited (ACBS Ltd.), we understand that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits our website and will only collect and use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the law.

On 25th May 2018, there was a change in data protection law in the UK. This information outlines the personal data that we, ACBS Ltd, hold about you, how this data is used and your rights under the General Data Protection Regulation (GDPR).

ACBS Ltd. collects customer data via the phone, email, website, Facebook and Instagram. Collection of this data is only undertaken when directly requesting information about our services.

The personal data we collect can include:

- Name
- Address
- Contact phone number
- Contact email
- Scope of the work looking to be undertaken

This data is used to:

- Undertake the work that has been agreed.
- Provide you with a written quotation for the work you would like completed.
- Order materials for delivery from our suppliers.
- Provide your address as a place of work for our employees/sub-contractors.
- Send your invoices.
- Contact you with any queries we may have.

The information taken is never shared for marketing purposes. We will only share your information with companies and individuals who are supplying or providing a quotation for materials/labour.

All data we hold electronically on email are stored on password protected devices. We use outlook for our email provider and all data held on email is covered by Outlook's individual privacy policy, all paper information held is kept securely locked on our premises. Prior to any marketing pictures taken or used your consent is discussed within our contract documentation. These pictures will be used on social media platforms such as Facebook, Instagram and Twitter and will be covered by their individual policies. Any pictures used on ACBS Ltd website will be used for advertising purposes until no longer required by us, we do not disclose your personal details, including address, when doing so.

ACBS Ltd will retain records of work undertaken for 5 years. Information taken from customers that does not result in ACBS Ltd. undertaking work will be kept for 1 year. After the relevant data retention period all paper information will be securely destroyed and electronic information deleted. We will conduct a monthly review to remove all historic data.

You're Rights under the General Data Protection Act:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

For more information on your rights under the General Data Protection Act (GDPR) visit – <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Complaints:

You have the right to make a complaint to the relevant supervisory authority which is the Information commissioner's office (ICO) if you think your personal information has been handled incorrectly.

Contact us:

If you have any questions relating to our website or this Privacy Policy, please contact us by email at aiclassbuildes@live.co.uk or in writing to A Class Building Services Limited, 26 Grange Gardens, Rayleigh, Essex, SS6 9BE. Alternatively, you can telephone our office on 01268 785195.

We will update this Privacy Policy from time to time (for example, if the law changes) so we recommend that you check this page periodically to ensure that you're satisfied with any changes. By using our website, you're agreeing to be bound by this Policy. If you do not accept and agree with this Privacy Policy, you must stop using our website immediately.

Date: Last Reviewed – November 2018