

## PRIVACY POLICY - GDPR

### INTRODUCTION

This privacy policy sets out the basis on which any Personal Data we collect throughout our relationship with you, will be processed by us. Please read this privacy notice carefully to understand your rights and our views and practices regarding your Personal Data.

For the purpose of data protection legislation, the data controller is C Watkins Plumbing Ltd, Leigh Road, Ramsgate, Kent, CT12 SEU.

This policy is overseen by the IT Manager. If you have any queries, complaints or requests please contact the IT Manager at [GDPR@watkins.co.uk](mailto:GDPR@watkins.co.uk) or 01843 8S2277.

This notice was last changed on the 11th May 2022

- What information do we collect from you?
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## WHAT INFORMATION DO WE COLLECT FROM YOU?

We will collect and process the following data about you:

- Information you give us - This is information about you that you give us directly. You may do this by filling in forms on our website or by corresponding with us by phone, email or otherwise. Information you send to us may be stored and processed by Watkins. This will include any emails or other electronic messages and any documents, photos or other files stored on or processed through our systems or devices. Please be aware that by entering information onto these systems you are sharing that information with Watkins.
- Information we collect throughout our relationship - We will collect information throughout your time with us. This may include information about location, employees, projects, working hours and other relevant information.

The type of information we collect. This may include, but is not limited to the following (and may include Special Categories of Personal Data as defined below):

- Identification information - name, title.
- Contact details - address, telephone number, mobile telephone number, email address.
- Employment related information - job title, company, business contact information, CV and employment application.
- Preferences - We collect what Watkins services you are interested in and the sectors that you wish to be updated on through our preference centre.
- Information about your health - In some cases, we may collect information which is categorised as health data such as in respect of accessibility to buildings or accessibility to documents and other materials
- Equality and Diversity - You may choose to share information about your ethnicity, sexuality or beliefs with us for inclusion purposes. This information will be treated as highly confidential.
- Other data which we may notify you of from time to time.

## WHY DO WE COLLECT THIS INFORMATION?

We use this information in the following ways:

Information you give to us and that we collect. We process your Personal Data for the following reasons:

Based on our legitimate interest to:

- Inform you of our services through email, mail, telephone, or SMS text message;
- Send you information on promotional content (you can amend your marketing preferences in our preference centre);
- Remember you when you visit our website and see how you journey through it by using cookies;
- Remember you when you use our forms to download content or sign up for a newsletter;
- Supply, improve and support the services we provide;
- Keep our site and systems safe and secure;
- Understand our customer base and purchasing trends;
- Defend against or exercise legal claims and investigate complaints; and
- Understand the effectiveness of our marketing.

Based on performance of our contract with you, or in order to take steps at your request to enter into a contract with you, for example:

When applying for a vacancy advertised on our website; or  
In performing our obligations under our contract to which you are a party.  
Pursuant to our legal obligations:

## THE PROVISION OF PRODUCTS AND SERVICES:

- Data protection;
- Health and safety;
- Anti-money laundering;
- Fraud investigations;
- Assisting law enforcement; and
- Any other legal obligations placed on us from time to time. We may also process data based on your consent or explicit consent.

Where we rely on your consent for processing this will be brought to your attention when the information is collected from you.

We may inform you of additional purposes for processing your information when that information is collected from you.



**Integrated Mechanical,  
Electrical & Plumbing**

## HOW LONG DO WE KEEP HOLD OF YOUR INFORMATION?

We only store your information for as long as is required for the purpose it was collected. Should you wish to have more information about how long we retain your data, please contact the IT Manager at [GDPR@watkins.co.uk](mailto:GDPR@watkins.co.uk) or **01843 852277**.

Information stored generally on IT systems, such as email history, will be deleted regularly in line with our policies.

## WHO MIGHT WE SHARE YOUR INFORMATION WITH?

We will not pass on your personal details to any third party, including site sponsors or advertisers, without your consent. We may provide aggregate statistics about our users, sales, traffic patterns and related site information to Our third-party partners (if any), but these statistics will not contain any information about you from which you could be identified.

If you enter any competitions on this Web site it may be necessary for us to provide your personal information to the promoters of the competition or to others that are involved in the organisation of the competition or the prize-giving.

In order to enable us to provide you with a personalised browsing experience, this site uses 'cookie' information collection technology. 'Cookies' are small pieces of information that are issued to your computer when you enter a website. Cookies are stored by your browser on your computer's hard drive, and they can be used for a wide range of purposes, such as identifying your computer's previous visits to this website, and to ascertain the most popular features of this website.

## HOW YOUR DATA IS STORED AND KEPT SECURE?

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

Data at rest is encrypted, so in the unlikely event of a cyber security breach, data would still not be able to be accessed by a third party.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

We are [cyber essentials certified](https://www.cyberessentials.ncsc.gov.uk/) which is a government scheme to ensure that the highest importance is placed on security and access to ours and your data. For more information please go to <https://www.cyberessentials.ncsc.gov.uk/>

## WHAT ARE YOUR RIGHTS?

You have the following rights. You can exercise these rights at any time by contacting our IT Manager. You can make a subject access request verbally or in writing. In order to deal with your request effectively, it would be helpful if you could contact the IT Manager in the first instance. They may be contacted in the following ways:

By post:

C. Watkins Plumbing Ltd  
Watkins House  
Leigh Road  
Haine Business Park  
Ramsgate  
Kent  
CT12 5EU

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By email:

GDPR@watkins.co.uk

By telephone:

01843 852277

You have the right:

To ask us not to process your Personal Data for marketing purposes;  
To ask us not to process your Personal Data where it is processed on the basis of legitimate interests provided that there are no compelling reasons for that processing;  
Where processing of your Personal Data is based on consent, to withdraw that consent at any time.

- To request from us access to personal information held about you;
- To ask for the information we hold about you to be rectified if it is inaccurate or incomplete;
- To ask for data to be erased provided that the Personal Data is no longer necessary for the purposes for which it was collected, you withdraw consent (if the legal basis for processing is consent), you exercise your right to object, set out below, and there are no overriding legitimate ground for processing, the data is unlawfully processed, the data needs to be erased to comply with a legal obligation;
- To ask for the processing of that information to be restricted if the accuracy of that data is contested, the processing is unlawful, the Personal Data is no longer necessary for the purposes for which it was collected, or you exercise your right to object (pending verification of whether there are legitimate grounds for processing); or
- To ask for data portability if the processing is carried out by automated means and the legal basis for processing is consent or contract.

Should you have any issues, concerns or problems in relation to your data, or wish to notify us of data which is inaccurate, please let us know by contacting us using the contact details above.

In the event that you are not satisfied with our processing of your Personal Data, you have the right to lodge a complaint with the relevant supervisory authority, which is the Information Commissioner's Office (ICO) in the UK, at any time. The ICO's contact details are available here: <https://ico.org.uk/concerns/>

## DEFINITIONS

**Personal Data:** Any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier, such identifiers including name, location data or online identifier.

**Special Categories of Data** includes data that reveals racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, as well as the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

## CHANGES TO OUR PRIVACY POLICY

This policy may be updated from time to time. Please check this page on our website for any changes.

## CONTACT US

### Registered / Head office address

C Watkins Plumbing Ltd  
Watkins House  
Leigh Road  
Haine Business Park  
Ramsgate  
Kent  
CT12 5EU

**Tel:** 01843 852277

**Email:** [service@watkins.co.uk](mailto:service@watkins.co.uk)