



# DERWENT ROOFING SERVICES LTD

Specialist Single Ply Roofing

November 7, 2024

## Derwent Roofing Services Ltd customer/supplier privacy notice

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

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

## Contact details

### Post

Unit 1 Elizabeth Court, Manners Industrial Estate, Ilkeston, Derbyshire, DE7 8EF,  
GB

### Telephone

0115 9300374

### Email

Unit 1 Elizabeth Court, Manners Ind. Estate  
Ilkeston, Derbyshire, DE7 8EF  
Tel. 0115 9300 374  
Fax.0115 9300 304  
[enquiries@derwentroofing.co.uk](mailto:enquiries@derwentroofing.co.uk)  
Company Reg No. 3841371  
VAT No. 806 1119 64



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daryll@derwentroofing.co.uk

## 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
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Account information
- Records of meetings and decisions

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

- Names and contact details
- Addresses

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

- Name
- Contact information
- Financial transaction information

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We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details

## Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)



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- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

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

## Our lawful bases for the collection and use of your data

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

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We have a legitimate interest in keeping customer and supplier data, which has generally been volunteered to us, may be publicly available on your company-website, or within your email messages to us.

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

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- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

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

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We have to collect such information that we can communicate with you and respond to your complaint.

## Where we get personal information from

- Directly from you
- Publicly available sources

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- Previous employers
- Credit reference agencies
- Suppliers and service providers
- Third parties:
- Other suppliers and clients.

## How long we keep information

- Supplier – kept indefinitely
- Commercial customer – kept indefinitely
- Domestic customer for whom we have engaged in a contract of work – 7 years
- Domestic customer for whom we have provided pricing only – 2 years

## Who we share information with

Data processors

### **IT management**

This data processor does the following activities for us: They backup our IT system

Others we share personal information with

- Insurance companies
- Warranty and guarantee providers
- Organisations we're legally obliged to share personal information with

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## 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.

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

7 November 2024