

**CP Hire Ltd Data Protection Privacy Policy**

**Effective from 25 May 2018**

**Policy Notice**

Data Protection law in the UK and EU will change as from the 25 May 2018. This policy sets out your rights as, an Employee, Supplier and Customer of CP Hire Ltd, or as a visitor to our website, under the New Regulations.

This policy explains to employees, suppliers and customers what they can expect when we collect, use, retain and disclose your personal information. Personal information is information that (on its own or together with other information) identifies you and is about you. This includes what you tell us about yourself and what we learn by having you as an employee, supplier or customer.

**Your Consent**

By completing our registration forms through our website or in person you consent to the use of your personal information in accordance with this policy.

**Who are We?**

CP Hire Ltd is a Construction Plant and Equipment hire company and we have been in business for over 47 years. At CP Hire Ltd we are committed to processing Personal Information about our employees, suppliers and customers in a way that complies with our legal obligations as well as being clear with our employees, suppliers and customers about what we do with your information.

**How we collect Information**

We collect information about you when you apply to work for us and when you provide it to us when you complete our customer account form on line or in person, respond to one of our surveys and when you enquire about our products and services. Information is also collected on CCTV when you visit any of our sites in person.

**Social Media**

If you log into our website or online services through a third-party site, such as Facebook, that site may pass information to us, e.g. user ID, email address, plus other information permitted under their privacy policy.

**Posts, comments and Interaction**

When you communicate with CP Hire Ltd through comments, emails, telephone or by post we reserve the right to display this content, this may be anonymous in customer service conversations or testimonials.

**Other Sources**

We may also obtain information about you from other companies that have your permission to share information about you, as well as from other online sources. We may combine this information with information we collect from you.

**Information about other People**

By giving us information about another person, you confirm that they have appointed you to act on their behalf.

**How we use and share your Information**

We will use your information to provide you with the products and services you requested. To manage our relationship with you, we may use your information to monitor, improve and protect our services products and website.

**Relevant Communications**

Unless you have told us otherwise, we may use your information to send you other information about our products and services.

**Sharing information with Third Parties**

We may pass your information to suppliers we use to provide services that involve using data on our behalf. (Example for delivery services)

We will only disclose your information to a third party when we have your consent to do so.

**Disclosures required by Law**

Your personal information will be disclosed where we are obliged by law to do so. We may also disclose your personal information where we are allowed by law to protect or enforce our rights or the rights of others and for the detection and prevention of crime such as fraud.

**Acceptable use of Services**

If you post or send offensive or objectionable content anywhere on our website or engage in any disruptive behaviour we may use the information that is available to us, to stop such behaviour. This may involve informing relevant third parties such as your employer and law enforcement agencies.

**Payment and Credit Checks**

Employees, suppliers and customer’s information will be used to take or make payments for products and services and may be used to verify credit details related to these payments. Permission to do so is implicit in providing financial details to process payments. Direct Debit information may be retained for ease of renewal of services.

**User Access and Control**

Updating Your Information:

Please ensure you update your personal information or tell us if it changes or is inaccurate. You can update your details, by contacting our customer account staff.

**Requesting copies of your Personal Information**

You may request a copy of your personal information from CP Hire Ltd that we may hold about you. You can also ask us to correct any inaccuracies in your personal information.

**Retention of Personal Information**

We will retain your personal information for as long as necessary for the uses set out in this policy. If you ask us to delete your information before that time, we may not be able to do so, due to Technical, Legal, Regulatory and Contractual Constraints.

If you ask for your account to be closed, we will do this as soon as is reasonably possible subject to any applicable terms and conditions relating to the account. Personal Information from closed accounts is retained in order to comply with legal obligations, prevent fraud, collect any fees owed or to resolve disputes.

**You’re right to Complain**

If you are not satisfied with our response or believe that we are not processing your personal information in accordance with the law, you can complain to the Information Commissioner’s Office.

**Changes to this Privacy Notice**

We regularly review our privacy policy. We will publish any updates on our website and inform all employees, suppliers and customers of any changes within our regular communications. You can request a copy of our privacy policy by contacting us at any time.

**Andrew Hutchinson**

**Managing Director**

**CP Hire Ltd**