

## Subsidence Ltd - Privacy Policy

### Subsidence Ltd customer privacy notice

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

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### Contact details

#### ***Post***

Subsidence Ltd, Unit 26, Winnington Business Park, Wolsten Croft, NORTHWICH,  
Cheshire, CW8 4DL, GB

#### ***Telephone***

0333 1300592

#### ***Email***

[contactus@subsidenceLtd.co.uk](mailto:contactus@subsidenceLtd.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
- Information relating to compliments or complaints

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 personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Address

**Lawful bases and data protection rights:**

Which lawful basis we rely on may affect your data protection rights which are in brief set out below.

**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.

**Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

**Your right to erasure** - You have the right to ask us to delete your personal information.

**Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.

**Your right to object to processing** - You have the right to object to the processing of your personal data.

**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.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

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:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

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

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

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

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you

How long we keep information for as long as we genuinely need it.

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.



**Signed:** Matthew O'Sullivan CEO