Shiners Express Ltd. Privacy Policy

January 2021

**Our contact details**

Name: Carl Stacey

Address: 131 Primrose Drive, Melksham, Wilts. SN12 6GD

Phone Number: 07771 774 174

E-mail: [info@shinersexpress.com](mailto:info@shinersexpress.com)

**The type of personal information we collect**

We currently collect and process the following information:

* Name
* Contact Telephone Number
* E-mail address if you contacted us via the internet
* Postal Address

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* Scheduling you in for continuing services
* Getting in touch with you to discuss any changes to service
* Getting in touch with you to discuss any issues with your payments

We may share this information with a third party, such as a debt management company if we fail to realise payments due from you.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. We need it to perform our tasks requested by you. You are able to remove your consent at any time. You can do this by contacting info@shinersexpress.com**

**(b) We have a legal obligation to record our source of sales for the benefit of the HMRC while an agreement is in place.**

**How we store your personal information**

Your information is securely stored on the hard drive of two computers, both on private networks, and also backed up on one external drive that is kept in a secure location. When either computer or hard drive is replaced, the original is fully dismantled and physically destroyed. None of your data is stored remotely or on a cloud based storage system.

We keep your data for the period beginning with our first provision of service for you until the account is closed by cessation of service and all moneys owing are paid in full. Your data will then be removed from our schedules.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@shinersexpress.com, 01225 70 70 82 / 07771 774 174 or by post to 131 Primrose Drive, Melksham, Wiltshire SN12 6GD if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at info@shinersexpress.com, 01225 70 70 82 / 07771 774 174 or by post to 131 Primrose Drive, Melksham, Wiltshire SN12 6GD

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk