

## **Tripp Removals & Storage Privacy Policy**

We recognise privacy is very important to our Customers. (and including their employees and additionally Business suppliers and their employees) This policy sets out what information we collect, how it is used and where it is stored. We will review the policy regularly, and any changes will be uploaded to our website. We are committed to handling your personal data responsibly and safely.

### **We may request the following information from you during our correspondence.**

- Name
- Contact Information, such as phone numbers and email addresses
- The location and addresses involved in your removal
- Information relevant to availability for surveys and dates for removals or storage to be scheduled.

### **The use of your information.**

Your information helps us produce an accurate quote and provide a service based on your removal and or storage needs.

We will only retain your data for as long as required by Statutory, regulatory or legal reasons. For example, VAT and accounting purposes, which requires the retention of data for 7 years. If we are required by law to share your personal information with another organisation, such as HMRC, we will always do so securely.

### **The storage of your information.**

We have software solutions in place to ensure your information is kept safe. Your personal data is stored on our database. Our staff are required to keep your details confidential and to ensure that any necessary paper files are stored securely. Once Data or paper files are assessed as no longer required they will be deleted or shredded as appropriate.

We have not and will never sell or share your data with any third parties, except to meet our regulatory , statutory and legal duties as a Company.

CCTV is in operation at our Office and Storage facilities.

### **Accessing and amending your personal information**

You have a right to access a copy of the information which we hold about you. If you would like to do this, please email [info@tripp-removals.co.uk](mailto:info@tripp-removals.co.uk), call 01209 822210 or write to our address at 19-20 United Downs Industrial Park, St.Day, Redruth, TR16 5HY.

The general Data protection regulation (GDPR) is a change in the law relating to personal data that became effective from May 25<sup>th</sup>2018.

Dated 11/09/2019