

GDPR Privacy Notice

Enviro Electronics Ltd



About this document

This Privacy Notice will help you understand how we collect, use and protect your personal information. You should also show this notice to anyone who may be insured under your policy. If you have any queries about this Privacy Notice or how we process your personal information, please contact the Data Protection Officer Preece Stewart by email: p.stewart@enviroelectronics.co.uk, by telephone: 01302 376494 or by post: Enviro Electronics Ltd, Unit 16, J3 Business Park, Doncaster, DN4 8DE

Who we are

The organisation responsible for the processing of your personal information is Enviro Electronics Ltd of Unit 16, J3 Business Park, Doncaster, DN4 8DE – And IT/Electrical recycling company who provides services such as:

- Collection of Electronic assets and waste in line with WEEE Directive
- Auditing and processing of electronic assets
- The processing and destruction of data bearing devices i.e. hard drives in line with Data Protection Act / GDPR
- The issuing of lockable containers i.e. bins, cages and stillage's for storage of electronic assets to be recycled.

Our services are primarily focused and B2B (Business to Business) customers and public organisations. Therefore this means that we are a 'data controller' under the Data Protection Act 1998 (and, once in force, to the General Data Protection Regulation (also known as the GDPR).

Information We collect about you.

The personal data you have provided, we have collected from you, or we have received from third parties includes:

- Name, address and address history, date of birth and gender [in most caes B2B information.
- Contact details, including telephone numbers and email address
- Financial information, including credit/debit card details (although we do not retain complete payment card information)
- When you contact us through any digital channel we will inform you of the methods used by each of those channels at point of entry and at any point where we capture personal information. The information we collect includes IP addresses and is used for fraud prevention and to improve customer experience.

How we collect information about you.

Most of the personal information we hold about you is what we collect directly from you, for example:

- Each time a customer requests a collection either via phone, email or website
- When you Initially sign up to our services via our website
- When you register to receive information from us
- Each time you interact with us, respond to communications or surveys
- When you make enquiries or raise concerns with our customer service team.

What we use information for and the Legal Basis for Using.

We may store and use your personal information for the purposes of:

- a) Administering your service requests (as is necessary for performance of a contract between you and us and/or as is necessary for our legitimate interests);
- b) Carrying out anti-fraud and anti-money laundering checks and verifying your identity (as is necessary for compliance with our legal obligations and/or as is necessary for our legitimate interests);
- c) Using your payment details to process payments i.e. through rebate relating to your online aduti account.
- d) Sending you information about how to initially register to our services and the necessary services we offer plus our environmental and compliance adherence.
- E) Administrating collection requests. i.e. inputting personal data onto Waste Transfer Notes etc(as is necessary for the performance of a contract between you and us and/or as is necessary for our legitimate interests);
- F) Adminsitiring audit reports and destruction certificates after each collection.
- J) Fulfilling our obligations owed to a relevant regulator, tax authority or revenue service (as is necessary for compliance with our legal obligations and/or as is necessary for our legitimate interests).

Please Note: Our "legitimate interests" as referred to above (and below) include our legitimate business purposes and commercial interests in operating our business in a customer-focused, efficient and sustainable manner, in accordance with all applicable legal and regulatory requirements.

Using your personal (B2B) Data for Marketing.

We may from time-to-time send you marketing information about our products and services by post, telephone, email, SMS and through digital channels. Digital channels includes social media and similar such digital marketing channels.

We may upload and match the personal data you provide to us with the data you provide to social media and similar such digital marketing channels. This allows us to improve our knowledge of you and, in return, serve you with relevant marketing messages.

You can object to receiving marketing from us at any time. Please provide your details to the following email: p.stewart@enviroelectronics.co.uk or by post to: unsubscribe@esure.com or by post to: Electronics Ltd, Unit 16, J3 Business Park, Doncaster, DN4 8DE

We consider that it is within our legitimate interests to send you information about our products and services for marketing purposes.

Consequences of processing.

If we, or a fraud prevention agency, determine that you pose a risk of fraud or money laundering, we may refuse to provide the products and services you have requested.. We may also stop providing existing services to you. A record of any fraud or money laundering risk will be retained by us and the fraud prevention agencies. It may also result in others refusing to provide products, services, financing or employment to you. If you have any questions about our processing of your data for fraud purposes, please contact our Data Protection Officer at the details provided above.

Who we share your data with.

Where relevant given the nature of the products and services provided to you, we may also share your information with the following categories of third parties:

Third party service providers who support the operation of our business, such as:

- IT and marketing suppliers,
- Logistics Suppliers,
- Debt collection agencies (as is necessary for the performance of a contract between you and us and/or as is necessary for our legitimate interests)
- Fraud prevention agencies and associations, (as is necessary for compliance with our legal obligations and/or as is necessary for our legitimate interests);
- Regulators and law enforcement agencies, including the police, the Financial Conduct Authority, HM Revenue and Customs or any other relevant authority who may have jurisdiction (as is necessary for compliance with our legal obligations)
- Accounting Agencies

As explained under *“Using your data for fraud prevention”*, the personal data you have provided, we have collected from you, or we have received from third parties, may be shared with fraud prevention agencies. Please contact our Data Protection Officer if you would like details of the agencies we share your data with.

How long information is Kept.

We will retain your personal information for a number of purposes, as necessary to allow us to carry out our business. Your information will be kept for up to 7 years on our main systems after which time it will be archived, deleted or anonymised.

Records created for fraud prevention purposes will be deleted 7 years after creation.

Fraud prevention agencies can hold your personal data for different periods of time, depending on how that data is being used. If you are considered to pose a risk of fraud or of money laundering, your data can be held by fraud prevention agencies for up to 6 years from its receipt by them.

Please contact them for more information. Any retention of personal data will be done in compliance with legal and regulatory obligations and with industry standards. These data retention periods are subject to change without further notice as a result of changes to associated law or regulations.

If you have any questions in relation to the retention of your personal data, please contact our Data Protection Officer at the details provided above.

Your Rights.

Under the Data Protection Act 1998 you have the following rights:

- To obtain access to, and copies of, the personal information that we hold about you;
- To require that we cease processing your personal information if the processing is causing you damage or distress; and
- to require us not to send you marketing communications.

By using our site, you agree to our use of cookies. To see what cookies we serve and set your preferences, please visit our Cookie Consent Tool. Otherwise, please continue to use our site.

Once the GDPR comes into force on 25 May 2018, you will also have the following rights:

- To require us to erase your personal information;
- To require us to restrict or object to our data processing activities;
- To receive from us the personal information we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal information to another data controller; and
- To require us to correct the personal information we hold about you if it is incorrect.

***All personal information given to us is handled by employees of Enviro Electronics within the UK.**

Please note that these rights may be limited by data protection legislation, and we may be entitled to refuse requests where exceptions apply. If you are not satisfied with how we are processing your personal information, you can make a complaint to the Information Commissioner.

You can find out more about your rights under data protection legislation from the Information Commissioner's Office website: www.ico.org.uk.

Signed:



Preece Stewart
Data Controller