



## Privacy Policy

| Version | Date of Review | Overview | Reviewed By        | Signed off by  |
|---------|----------------|----------|--------------------|----------------|
| 1       | 11.03.2024     | Created  | Amy Turner-Poulter | Bradley Turner |
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## Introduction

Turner Site Services Ltd are committed to safeguarding your privacy. This policy sets out how we will treat your personal data when using our websites or purchasing our services. We have put together this policy to ensure you understand the personal data we may collect and hold about your company, what we may use it for and how we strive to keep that information safe. You have legal rights to access the personal data that we hold about your company and to control how we use it which is also explained.

Our website uses cookies. By using our website and agreeing to this policy, you consent to our cookies in line with this policy.

## Who We Are and How You Can Contact Us

Turner Site Services Ltd registered address is Unit 17 The Water Tower Site, Anchor Lane, Abbess Roding, Ongar, CM5 0JR. Company registration number 11182127.

You can write to us at our trading address, by email [info@turnersiteservices.co.uk](mailto:info@turnersiteservices.co.uk) or by telephone 01279 877845.

## What Personal Data Do We Collect

- Personal data that you provide to us for the purpose of registering with us or purchasing services. The personal data that you provide to us may include your name, company address and company phone number plus financial and credit card information.
- Any other data that you choose to send us.

## Cookies

Our website uses cookies to distinguish you from other users of our websites. A cookie consists of a piece of text sent by a web server to a web

## What We Use Your Personal Data For

Personal data that you provide to us is used in the following ways –

Personal data submitted to us via our website will be used for the purposes specified in this privacy policy, or as detailed at the point of submission.

- Administer our website
- Improving your browsing experience by personalising our website
- Enable your use of the services available on our website
- Send you general communications
- Send you email notifications which you have specifically requested
- Deal with enquiries and complaints made by, or about you relating to our website
- Provide you with information and services that you request from us
- Provide you with marketing information in accordance with your request
- Manage and administer our company

TURNER SITE SERVICES LTD IS A LIMITED COMPANY REGISTERED IN ENGLAND AND WALES. COMPANY REGISTRATION NUMBER 11182127 – VAT NUMBER 286 8859 23. TELEPHONE 01279 877845 EMAIL [INFO@TURNERSITESERVICES.CO.UK](mailto:INFO@TURNERSITESERVICES.CO.UK) WEBSITE [TURNERSITESERVICES.CO.UK](http://TURNERSITESERVICES.CO.UK).

- Review and improve our services

### Consent To Use Your Personal Data

We will not without your consent provide your personal data to any third parties for the purpose of direct marketing.

We may use your personal data in the day to day running of our business without asking for your consent, due to the following reasons –

- We are entering into and carrying out our obligations under a service contract with you
- We need to use your personal data for our own purposes, such as the administration, management and improvement of services. This will not interfere with your privacy rights

### Personal Data You Are Legally Obligated to Provide

You are not under a legal obligation to provide us with any of your personal data. However, if you choose not to provide us with your personal data, we may be unable to provide our services to you.

### Disclosures Of Personal Data

We may disclose information about you to any of our employees, suppliers or subcontractors for the day to day running of our company and is set out in the privacy policy as the below –

- Suppliers we work with to provide you with services that you have requested from us
- Credit reference agencies for the purpose of looking at your credit score, where this is a condition of us entering into a contract with you

In addition to this we may disclose your personal information to the below –

- To the extent that we are required to do so by law
- In connection with any legal proceedings or perspective legal proceedings
- In order to establish, use or defend our legal rights. This includes providing information to others for the purposes of fraud prevention and reducing credit risk

Except as provided in this privacy policy, we will not provide your information to third parties.

### Security Of Your Personal Information

We will take every care to ensure that your personal data is kept secure and will take reasonable precautions to prevent the loss, misuse or alteration of your personal information. You are responsible for keeping passwords secure and confidential.

All of our card payments are handled through our payment services provider, WorldPay. You can see the WorldPay privacy policy on their website. We will share information with WorldPay only to the extent for the purposes of processing payments you make to us.

## Retention Of Personal Data

We only keep your personal data for as long as we need to. For business purposes please see below –

- Contact details
- Services details
- Complaint records

## Policy Amendments

We will review and may update this privacy policy when required, with any changes in the law or internal procedures. The current version of this policy will always be dated and available on our website.

## Your Rights to Know What Personal Data We Hold & To Control How We Use It

You have a legal right to know what personal data we hold about you; this is called the ‘right of subject access request (SAR)’. You can use the right by sending us a written request at any time. To instruct us to provide you with any personal information we hold about you. This should be sent to our trading address or emailed to [info@turnersiteservices.co.uk](mailto:info@turnersiteservices.co.uk)

You also have the right to –

- Instruct us not to process your personal information for marketing purposes. In practice, you will usually either agree in advance to our use of your personal information. Or, we will provide you with an opportunity to opt-out of the use of your personal information for marketing purposes
- Have inaccurate personal data corrected, blocked or deleted
- Object to decisions being made about you by automated means
- Object to us using your personal data in ways that are likely to cause you damage or distress
- Restrict our use of your personal data
- Require that we delete your personal data

You can find full details of your personal data rights on the information Commissioners Office website [www.ico.org.uk](http://www.ico.org.uk)

## Third Party Websites

Our website contain links to other websites. We are not responsible for the privacy policies or practices of third-party websites.

## Updating Information

Please let us know if the personal information which we hold about you needs to be updated or deleted. You can contact us by email [info@turnersiteservices.co.uk](mailto:info@turnersiteservices.co.uk) or by post, addressed to our trading address.

## Contact & Complaints

If you have any questions about this privacy policy or are unhappy with our use of your personal data. Please email us at [info@turnersiteservices.co.uk](mailto:info@turnersiteservices.co.uk) or by post, addressed to our trading address.

You are entitled to make a complaint to the Information Commissioners Office (ICO), please visit their website [www.ico.org.uk](http://www.ico.org.uk). You are not forced to, but we would like you to contact us in the first instance to discuss any concerns. To allow us the chance to resolve these before you contact the ICO.

## Data Controller

The data controller responsible regarding the information collected on this website is Turner Site Services Ltd.

## Responsibility

It is the responsibility of the Senior Leadership team to ensure that the organisation and arrangements, for implementing this policy are documented and available at each location.

The board of Directors of Turner Site Services Ltd fully endorses this policy.

I personally commit Turner Site Services Ltd to this policy.

*B Turner*

Bradley Turner – Director of Turner Site Services Ltd

11.03.2024