

Privacy Policy Notice

This privacy policy notice is for this website; <https://www.resolve recycling.co.uk> and served by, the below, governs the privacy of those who use it.

Resolve It Recycling Group LTD
Unit 113 Bridgwater Business Park
Bridgwater
Somerset
TA6 4TB

The purpose of this policy is to explain to you how we control, process, handle and protect your personal information while browsing or using this website, including your rights under current laws and regulations.

If you do not agree to the following policy you may wish to cease viewing / using this website.

Policy key definitions:

- "I", "our", "us", or "we" refer to the business, Resolve It Recycling Group LTD
- "you", "the user" refer to the person(s) using this website.
- GDPR means General Data Protection Act.
- PECR means Privacy & Electronic Communications Regulation.
- ICO means Information Commissioner's Office.
- Cookies mean small files stored on a user's computer or device.

Processing of your Personal Data

Under the GDPR (General Data Protection Regulation) we control and / or process any personal information about you electronically using the following lawful bases.

- We are registered with the ICO under the Data Protection Register, our registration number is: **ZA286944**

On the online booking form, which gets directed to our protected emails, collects the minimalist amount of personal data to ensure GDPR compliance:

- Name
- Address
- Phone Number
- Email Address

(Domestic or point of contact)

This is due to a legal obligation to comply with Environmental Agency regulations, Waste Electrical and Electronic Equipment recycling (WEEE) and Electrical and electronic equipment (EEE).

This will also be collected so a transfer of ownership document can be completed accurately.

These documents will be retained for 3 years by a secure and encrypted server alongside a securely protected archive.

Only management have access to the encrypted bookings system, and a hard copy handed to the drivers or drivers mates on the day of collection.

This is stored securely in transit to the destination.

We do not share your information with third parties.

If, as determined by us, the lawful basis upon which we process your personal information changes, we will notify you about the change and any new lawful basis to be used if required. We shall stop processing your personal information if the lawful basis used is no longer relevant.

Your individual rights

Under the GDPR your rights are as follows.

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

If you have any issues or questions you can contact our onsite Data Protection Officer, Jennifer Dunbar 01278 588410.

You also have the right to complain to the ICO www.ico.org.uk if you feel there is a problem with the way we are handling your data.

Any subject access requests can be discussed with the DPO; we handle subject access requests in accordance with the GDPR.