

# Dempsey Dyer Privacy Notice

## How we use your information

This privacy notice tells you what to expect when Dempsey Dyer Ltd collects personal information. It applies to information we collect about:

- Visitors to our websites;
- People who use our services – those who request a quotation or purchase from us;
- Your Rights;
- How to contact us.

## People who use Dempsey Dyer's services

Dempsey Dyer manufactures and sells windows, doors and conservatories to Trade customers, and installs our windows for some Commercial customers. We have to hold the details of the people who have requested service in order to provide it. To deliver services under our warranty, we will need to retain some personal information of customers for the period of the warranty and any subsequent period during which there might be any liability. However, we only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who have requested a quotation to carry out a survey to find out if they are happy with the level of service they received or to offer additional products and services via telephone. During the processing of orders it may be necessary to pass contact details of customers to third parties to facilitate the delivery of services. Examples of when this would be done are when scaffolding is required, third party surveys are necessary or to process queries and complaints.

## Your rights

Under the UK's Data Protection law, you have rights as an individual which you can exercise in relation to the information we hold about you.

### Access to personal information

Legislation provides the right of access to personal data at reasonable intervals so that anybody can be aware of, and verify, the lawfulness of the processing – the right of access. Dempsey Dyer tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'data subject access request' under the UK's data protection laws. If we do hold personal information about you we will:

- Give you a description of it;
- Tell you why we are holding it;
- Tell you who it could be disclosed to; and
- Let you have a copy of your personal information being processed in an intelligible form, but not necessarily copy documents with non-personal information within which your personal data might be contained;
- Where possible the length of time we will hold it;

- We will redact personal information of others unless they have explicitly consented to it being passed to you, as well as company sensitive and other information that is not your personal information, as deemed appropriate.

Responses to Data Subject Access Requests will be made within one month from receipt of the request, with any necessary extension up to a further two months being communicated to the requester, with an explanation as to why that is necessary. To make a request to Dempsey Dyer for any personal information we may hold you need to put the request in writing addressing it to our HR Office at the address provided below, or by emailing your request to [hr@dempseydyer.co.uk](mailto:hr@dempseydyer.co.uk). To ensure we continue to ensure the confidentiality of your information, you will need to provide sufficient verification as to your identity prior to any information being released. If we do hold information about you, you can ask us to correct any mistakes (Right of Rectification) by, once again, contacting the HR Office. Where you object to processing and there are no overriding legitimate grounds for the processing or you withdraw consent on which processing is based and there are no other legal grounds for processing then where no exemption exists you have the right to the erasure of that personal data. There are circumstances where you may not have a right of erasure, such as Dempsey Dyer's need to comply with a legal obligation or in the establishment, exercise or defence of a claim and Dempsey Dyer will communicate any such circumstances with you as may be appropriate to your request. You have a certain rights to restriction of processing of personal data:

- If you believe it to be inaccurate and for the time it takes for Dempsey Dyer to verify its accuracy;
- Where processing is unlawful, but you prefer restriction of processing rather than erasure;
- If Dempsey Dyer no longer needs the personal data for the purposes of processing, but you require it for the establishment, exercise or defence of a legal claim;
- You have objected to processing pending the verification that the legitimate grounds of Dempsey Dyer to continue processing override your grounds of objection.

You have the right to object to your information being processed for direct marketing purposes, which includes profiling to the extent that it is related to such direct marketing. Your data will not be retained for the sole purpose of being able to identify you for the purposes of data subject access rights.

### **Links to other websites**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### **Complaints or queries**

Dempsey Dyer tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Dempsey Dyer's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this, or indeed associated complaints, should be sent to the HR Office at the address below or via email to [hr@dempseydyer.co.uk](mailto:hr@dempseydyer.co.uk).

### **How to contact us**

If you want to request more information about our privacy policy you can [email us](#) or write to: HR Office, Dempsey Dyer, 11-13 Langthwaite Business Park, South Kirkby, West Yorkshire WF9 3AP