

Privacy Policy

This privacy policy explains what personal data (information) we hold about you, how we collect it, and how we may use and share information about you. We are required to notify you of this information under applicable Data Protection laws including the General Data Protection Regulation (GDPR).

This privacy notice contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and how to contact us and supervisory authorities in the event you have a complaint.

1. Who we are:

Goonvean Aggregates Limited is part of the Goonvean Holdings Limited group of companies.

Goonvean Aggregates Limited have an appointed data controller, controls are in place for any personal data collected, held and processed about you and we may share this information with other departments in the company. Where this occurs, they will also become a data controller in respect of that personal data and this Privacy Policy will also apply to the processing they undertake.

The data controller is referred to as “we” or “us” in this notice.

2. The types of personal information we collect and use:

In the course of our role we collect the following personal information when you provide it to us:

- Full name and personal details including contact information (e.g. property address, correspondence address, email address, home and mobile telephone numbers);
- Bank account and credit/debit card details;
- Identity documentation (e.g. driving licence, passport, utility bill)

We may also obtain the following personal information from other sources:

- Full Company name and contact details;
- Information from court records, insolvency register, HM Land Registry, DVLA and other publicly available sources;
- CCTV footage taken from operational sites

The provision of your full name and personal details including contact information is required from you to enable us to carry out deliveries. We will inform you at the point of collecting information from you, whether you are required to provide the information to us or whether the data is optional.

3. How we use your personal information:

We will typically collect and use this information as necessary, to fulfil the contract you have with Goonvean Aggregates. This is the lawful basis under which we are collecting and using the information.

We need to process your personal information to manage and perform that contract and to contact you about matters affecting your deliveries. We also need to use your personal information to contact you in relation to invoicing and to enable payment to be made by credit/debit card or direct debit.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

4. Who we share your personal information with

Subject to applicable data protection law we may share your personal information with the following:

- Hauliers subcontracted to carry out deliveries of aggregates

This data sharing enables us to perform our contract as an aggregate supplier. The level of information we share will be proportionate, for example we may provide a sub-contractor with your contact telephone number in the event of an emergency, as there is a legitimate interest to do so. We would not however share with them any other personal information.

We will not share your personal information with any other third party.

5. Where your personal information may be held:

Information may be held at our offices.

We take security of your personal data very seriously and have measures in place to seek to ensure that there is appropriate security for information we hold.

Where information is shared with a third party, we will ensure appropriate safeguards are in place for the safe transfer of information.

6. How long your personal information will be kept:

We will retain relevant data for a period of 6 years in accordance with legal and regulatory requirements. At the end of that period your data will be securely deleted or destroyed.

If you would like further information, please contact us (see 'How to contact us' below).

7. Your rights:

Under the General Data Protection Regulation, you have a number of important rights as follows:

- Access to personal information we hold about you.
- To have your personal information corrected if it's inaccurate.
- Have your personal information erased (known as 'the right to be forgotten').
- Restrict processing of your personal information.
- Object to processing of your personal information for a particular purpose.
- Move, copy or transfer your personal information (known as 'data portability').
- Rights in relation to decisions being taken by automated means.
- To be told if your personal information is lost and if, as a result, your privacy and rights may be at risk.

For further information on each of those rights, including the circumstances in which they apply, can be obtained from the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Website www.ico.org.uk or telephone 0303 123 1113

8. Keeping your personal information secure:

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

9. How to contact us:

Write to us at:

Goonvean Aggregates Limited, Boscawen House, St Stephen, St Austell, Cornwall PL26 7QF

Or call us on 01726 878939

Or Email us at sales@goonveanaggregates.com

10. How to complain:

We hope that we can resolve any query or concern you raise about our use of your information. If, however you are unhappy with the outcome of your requests to exercise your rights or are concerned about how we have handled your personal data then please let us know.

The General Data Protection Regulation also gives you the right to make a complaint to the supervisory body; the Information Commissioner's Office.

Visit www.ico.org.uk or call 0303 123 1113

11. Changes to this privacy notice:

This privacy notice was published February 2019. We may change this privacy notice from time to time and when we do, we will inform you.

12. Do you need extra help?

If you require any further information about how we collect and hold your personal information, or you wish to make a request to exercise any of your rights under applicable Data Protection Laws please contact us. (Further information can be found in the 'How to contact us' section above).