

## **Privacy Policy**

**Powerclean Thetford** Last updated: 23/10/2025

### **1. Introduction**

**Powerclean Thetford** (“we”, “our”, or “us”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard the information you provide to us through our website, by email, by telephone, in person, or through any other means of communication.

We comply fully with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable privacy laws.

### **2. Who We Are**

**Powerclean Thetford** Email: info@powerclean.co.uk Telephone: 01842 520 511

For the purposes of data protection law, **Powerclean Thetford** is the **data controller**, responsible for determining how and why your personal data is processed.

### **3. The Information We Collect**

#### **a) Information you provide directly**

- Your name, company name, and job title
- Contact details (email address, telephone number, postal address)
- Enquiry details or service requests
- Billing and payment information
- Job applications or CVs if you apply to work with us

#### **b) Information collected automatically**

- IP address and browser type
- Device information and operating system
- Pages visited, time on site, and referring websites
- Cookies and analytics data (see our Cookie Policy)

#### **c) Information received from third parties**

- Business partners and subcontractors
- Credit reference agencies (for trade accounts)
- Publicly available sources such as Companies House

### **4. How We Use Your Personal Data**

We process your personal data to:

- Respond to your enquiries and provide quotations

- Supply goods and services (engineering or plant hire)
- Manage our relationship with you, including invoicing and payments
- Notify you of changes to our services or policies
- Comply with legal and regulatory obligations
- Improve our website and customer experience
- Process job applications

We will not use your personal data for any purpose incompatible with the above.

## 5. Lawful Basis for Processing

Under data protection law, we must have a lawful reason (“lawful basis”) to process your data. The lawful bases we rely on are:

- **Contract** – to perform a contract with you or take steps at your request before entering a contract.
- **Legal obligation** – to comply with our legal duties (e.g., record keeping, tax obligations).
- **Legitimate interests** – for our legitimate business interests (e.g., responding to enquiries, improving services) where your rights are not overridden.
- **Consent** – where you have explicitly consented, such as for marketing communications.

## 6. Sharing Your Personal Data

We may share your personal data with trusted third parties such as:

- Service providers and subcontractors assisting with our engineering or hire services
- Professional advisers (accountants, solicitors, insurers)
- IT and website hosting providers
- Payment processors and banks
- Government bodies or regulators when required by law

All third parties are required to handle your data securely and use it only in accordance with our instructions and the law. We do **not** sell, rent, or trade your personal data to any third parties for marketing purposes.

## 7. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes we collected it for, including legal, accounting, or reporting requirements.

- Customer and supplier records: **6 years** after the last transaction
- Financial records: **6 years** (HMRC compliance)

- Job applications (unsuccessful): up to **12 months**
- Marketing consents: until withdrawn

After this period, your data will be securely deleted or anonymised.

## **8. Your Data Protection Rights**

Under the UK GDPR, you have the following rights:

- **Access** – request copies of your personal data
- **Rectification** – request correction of inaccurate data
- **Erase** – request deletion of your data
- **Restriction** – limit the use of your data in certain circumstances
- **Portability** – request transfer of your data to another organisation
- **Objection** – object to processing based on legitimate interests or marketing
- **Withdraw consent** – withdraw consent where applicable

To exercise any of these rights, please contact us at **bedfordspares@outlook.com** We may need to verify your identity before processing your request.

If you are unhappy with our handling of your data, you can lodge a complaint with:

**Information Commissioner's Office (ICO)** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Website: [www.ico.org.uk](http://www.ico.org.uk)

## **9. Security of Your Data**

We take data security seriously and have implemented appropriate technical and organisational measures to protect your information from unauthorised access, alteration, disclosure, or destruction.

These include secure servers, password protection, access controls, encryption where appropriate, and staff training in data protection.

## **10. Cookies and Website Analytics**

Our website uses cookies to improve user experience and analyse site performance. For details on what cookies are used and how to manage them, please see our Cookie Policy.

## **11. Marketing Communications**

We may send you marketing information about our products and services if you have requested information or previously purchased from us and have not opted out.

You can opt out at any time by contacting us directly at **info@powerclean-thetford.co.uk**

## **12. International Transfers**

We normally store and process your data within the UK. If we need to transfer data outside the UK, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses or transfers to countries with adequate protection laws.

### **13. Links to Other Websites**

Our website may contain links to third-party websites. We are not responsible for their privacy practices and encourage you to read their privacy policies before providing any personal data.

### **14. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any updates will be posted on this page with a revised “last updated” date. Please check this page periodically for changes.

### **15. Contact Us**

If you have any questions about this Privacy Policy or our data protection practices, please contact:

#### **Data Controller**

Powerclean Thetford

Email: [info@powerclean-thetford.co.uk](mailto:info@powerclean-thetford.co.uk)

Telephone: 01842 550511

Postal Address: 7 Elswick Road Thetford Norfolk IP24 2FS