



DLS Removals & Rubbish Clearance

Privacy Policy

6th June 2023

Our contact details:

Name: Louis Smith / Daniel Smith

Website Address: www.dls-removals.co.uk

Phone Number: 07300 425226

E-mail: DLSremovals1@outlook.com

The type of personal information we collect:-

We currently collect and process the following information:

- Personal identifiers, contact and characteristics (for example, name and contact details)
- Email addresses
- Customer Financial information if used for payments system that require us to take credit/debit card details.
- Employee Data
- Website / Contact form data and stats

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Customer enquiry / services we provide for removals rubbish clearance.
- Payment for services provided by DLS Removals
- Managing feedback and website enquiry statistics
- Process employee pay and correspondence

Date: June 2023



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We use the information that you have given us to:

- process any payments, where applicable
- provide our services i.e., addresses we visit.
- Contact you in relation to the services we provide i.e., telephone, email, WhatsApp.

We may share this information with employees that work for or contracted to work for DLS Removals LTD.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

Your consent. You can remove your consent at any time.

You can do this by contacting DLSremovals1@outlook.com

How we store your personal information

Your information is securely stored.

We keep personal information, name, address, contact details, email address for the company's financial year. We will then dispose your information by deleting your personal data from our company phone, email, and any other place where your data has been saved.

Employee information is stored for the duration of employment and is disposed of in line with statutory retention periods, 3 years for financial records to the end of the tax year and 6 years for personnel records.

Your data protection rights.

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.



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Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at DLSremoval1@outlook.com or 07300425226 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at DLSremovals1@outlook.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>