

## Privacy Policy

**Tankcare(UK) Ltd** gather and process your personal information in accordance with this privacy policy and in compliance with the relevant data protection Regulation and laws. This policy provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

**Tankcare Limited's** registered office is at **Springhill Industrial Estate, Moreton-in-Marsh, Gloucestershire, GL56 9TP** and we are a company registered in England and Wales under company number **7718095**, and act as the Data Controller when processing your data. Our designated Appointed Person is **Steve Gain** who can be contacted at **Springhill Industrial Estate, Moreton-in-Marsh, Gloucestershire, GL56 9TP**.

### Information We Collect

**Tankcare Limited** processes your personal information to meet our legal, statutory and contractual obligations, provide you with our products and services or purchase products and services from you. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this policy.

### How We Use Customer, Supplier & Sub-Contractor Personal Data - Legitimate Interest – 6(1)(f)

**Tankcare Limited** takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is specified in our Retention Policy and for the purpose(s) specified in this policy.

### ***Personal data we collect from Customers:-***

- Name
- Organisation Address
- Position
- Telephone Number
- Email Address
- Financial Data
- Credit card details – where applicable.

### ***The purposes and reasons for processing customer personal data are detailed below: -***

- *We collect your personal data in the performance of a contract to supply goods and services.*
- *We collect your personal data to ensure our credit terms are adhered to and payments are made in accordance with agreed credit limits.*
- *We use your personal data to obtain financial information to assist in setting account credit limits and payment terms.*

***Personal data we collect from Suppliers:***

- Name
- Organisation Address
- Position
- Telephone Number
- Email Address
- Bank Details

***The purposes and reasons for processing Supplier personal data are detailed below: -***

- *We collect your personal data in the performance of a contract to purchase goods and services.*
- *We collect your personal data to ensure credit terms are adhered to and payments made.*
- *We use your personal data to obtain credit references for **Tankcare Limited**.*

***Personal data we collect from Sub-Contractors:-***

- Name
- Organisation Address
- Position
- Telephone Number
- Email Address
- Bank Details
- CIS Number – If applicable
- Insurance Details
- Qualifications
- Accident Records
- Financial Data

***The purposes and reasons for processing Sub-Contractor personal data are detailed below: -***

- *We collect your personal data in the performance of a contract to supply provide services.*
- *We collect your personal data to ensure our credit terms are adhered to and payments are made in accordance with agreed credit limits.*
- *We use your personal data to obtain credit references for **Tankcare Limited**.*

**Your Rights**

You have the right to access any personal information that **Tankcare Limited** processes about you and to request information about: -

- What personal data we hold about you.
- The purposes of the processing.

- The categories of personal data concerned.
- The recipients to whom the personal data has/will be disclosed.
- How long we intend to store your personal data for.
- If we did not collect the data directly from you, information about the source.

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified. You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

### **Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this policy or where there is a legal requirement. **Tankcare Limited** uses approved suppliers to provide certain services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy policy, the data protection laws and any other appropriate confidentiality and security measures.

- Baldwins (Gloucester) Limited – Financial Auditors.
- Tech Op Solutions Limited – IT Security.
- User Fusion Limited – System Updates and Modifications.
- HMRC – CIS Returns (if applicable).
- Customers – Subcontractor requests for insurance confirmation, accident records and qualifications held.

### **Safeguarding Measures**

**Tankcare Limited** takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorized access, alteration, disclosure or destruction and have several layers of security measures in place, *including:* -

- Protection against unauthorized access to personal data.
- Two Factor Authentication.
- Firewall and Malware Protection.
- Use of approved Suppliers.

### **Legitimate Interests**

As noted in the 'How We Use Your Personal Data' section of this policy, we process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

### **How Long We Keep Your Data**

**Tankcare Limited** only retains personal information as specified in our Retention Policy.

### **Lodging A Complaint**

**Tankcare Limited** only processes your personal information in compliance with this privacy policy and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint to:

**Tankcare Limited**

**Steve Gain**

**Springhill Industrial Estate, Moreton in Marsh, Gloucestershire, GL56 9TP**

**Tel: 01386 853409 [accounts@oiltanksupplies.com](mailto:accounts@oiltanksupplies.com)**

If you are unsatisfied with the outcome of your complaint you have the right to lodge a complaint with the supervisory authority.