

As you may know, the General Data Protection Regulation 2016/679 ("GDPR") will come into effect across the EU on 25th May 2018.

What are our roles

GDPR identifies W E Dover Limited as having one role in respect to your data:

1. as the 'Controller' of the personal data you provide to us. We only collect basic personal data about you which does not include any special types of information. This includes name, work address, work email, and phone number.

Why we require your specific Personal data.

We need to know your basic personal data to create your account, get in touch with you about an enquiry or to provide you service or services within our overall contract.

How we use your Personal data

All the personal data we process is processed by Barry Waters and Veronica Firth both members of staff who are based in the United Kingdom.

W E Dover Limited utilise their own server to store client information. An audit of this providers systems has been undertaken and have been found to satisfy GDPR requirements. The provider acts as a processor and makes no use of the data held other than to deliver database services on behalf of W E Dover Limited.

No 3rd parties have access to your personal data unless the law allows them to do so. Please be aware however that encrypted backups of your information may be stored on a cloud-based system whose servers are located within the United Kingdom.

We take all reasonable steps to ensure that your personal data is processed securely, including isolated servers, robust firewall and a system designed with security in mind and maintain by our Computer Company (Catch IT).

How long we retain your Personal data

We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed.

Any information we use for marketing purposes (with your consent only) will be kept with us until you notify us that you no longer wish to receive this information.

What are your rights

If at any point you believe the information we retain or process for you is incorrect or inaccurate you can request to see this information, and have it corrected or deleted.

Changes to this Privacy Policy

W E Dover reserves the right to change this privacy policy as we deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the website and you are deemed to have accepted the terms of the privacy policy on your first use of our Website following the alterations,

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated: sales@wedover.co.uk

If you are not satisfied with our response or believe we are processing your personal data outside our legal contracted right to do so you can complain to the Information Commissioner's Office <https://ico.org.uk/>, ideally giving us 30 days to respond to your complaint satisfactorily before doing so!



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