



ALTPLAN (CEILINGS & PARTITIONS) LTD
7 Station Street
Longport
Stoke-on-Trent
Staffordshire
ST6 4NB
Tel: 01782 812125
email: reception@altplan.co.uk
www.altplan.co.uk

PRIVACY POLICY

Introduction

Altplan (Ceilings & Partitions) Limited (“We”) are committed to protecting and respecting your privacy. This privacy policy was last updated in May 2018 in line with new General Data Protection Regulation (GDPR).

This policy (together with our terms of use [Terms of Use](#) and any other documents referred to on it) explains in detail the types of personal data we may collect from you when you interact with us. It also explains how we’ll store and use that data, and how we’ll keep it safe. This policy also details your rights, and other useful privacy and security related matters. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Who is the Data Controller?

The data controller is Altplan (Ceilings & Partitions) Limited ST6 4NB

Do we have a Data Protection Officer (DPO)?

Yes, Altplan (Ceilings & Partitions) Limited have appointed a Data Protection Officer (DPO). They can be reached at estimating@altplan.co.uk

Information we may collect from you

Certain categories of information collected by Altplan are necessary to use our Services, such as the information you must provide when transacting with us. This information may include, but is not limited to your name, postal address, e-mail address, phone number, bank details, and any other details as might be requested from you for the purpose of account application and/or continued use of our Services. We may also collect information from you if you request information or customer support.

When you use our Services, we may collect the following data about you:

- Information that you provide by filling in forms on our site www.altplan.co.uk (“our site”). This includes information provided at the time of posting material or requesting further services.
-
- If you contact us, we may keep a record of that correspondence.
- Details of transactions you carry out with us and of the fulfilment of your orders.

- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

How we use your information

We mainly rely on two separate bases to lawfully process your information.

Firstly, we need to process your information to provide our Services to you, in accordance with our Terms of Business. This processing is necessary to perform the contract between you and us. Secondly, as described in more detail below, we may process your information where necessary to further our legitimate interests, where those legitimate interests are not overridden by your rights or interests. Occasionally, Altplan may rely on other legal bases such as to comply with a legal obligation.

In order to deliver, personalise and improve our Services, we combine and use the information that we have about you to understand how you use and interact with our Services. We may also use information held about you for the following purposes:

- To ensure that content from our site is presented in the most effective manner for you and your computer.
- To provide you with information, products or services that you request from us.
- To carry out our obligations arising from any contracts entered into between you and us.
- To notify you about changes to our service.

If we send you a marketing e-mail, it will include instructions on how to opt out of receiving these marketing communications in the future. Please remember that even if you opt out of receiving marketing e-mails, we may still send you important Service information related to your account.

To protect our customers, premises and assets from crime, we operate CCTV systems in our offices and car park which record images for security. We do this on the basis of our legitimate business interests.

How your information is shared

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Altplan Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Your Rights

Under the General Data Protection Regulation (GDPR), you, as a data subject have a number of rights which are detailed below. Some of these only apply in specific circumstances and are qualified in several respects by exemptions in data protection legislation. We will advise you in response if we are relying on any such exemptions.

- Access to your personal data: You have the right to request a copy of the personal information that we hold about you. Should you wish to make such a request, please email estimating@altplan.co.uk see the Contact Us section of our website for more information on how to contact us. You should include adequate information to identify yourself. Your request will be dealt with as soon as possible.
- Correction of personal data. You can request us to rectify and correct any personal data that we are processing about you which is incorrect. Should you wish to make such a request, please email estimating@altplan.co.uk or see the Contact Us section of our website for more information on how to contact us.
- Right of erasure: You can request us to erase your personal data where there is no compelling reason to continue processing. This right only applies in certain circumstances.
- Right to restrict processing of personal data: You have the right to object to our use of your personal data which is processed on the basis of our legitimate interests. However, we may continue to process your personal data where there are compelling legitimate grounds to do so or we need to process the data in connection with any legal claims.
- Rights related to automated decision making and profiling: You have the right not to be subject to a decision which is based solely on automated processing (without human involvement) where that decision produces a legal effect or otherwise significantly affects you. This right means you can request that we may involve one of our employees or representatives in the decision-making process. We are satisfied that we do not make automated decisions of this nature.

How to contact us

For any requests related to your personal information or any of your rights referenced above, you can contact us by:

Telephone: 01782 812125

E-mail: estimating@altplan.co.uk

Post: Altplan (Ceilings & Partitions) Limited 7 Station Street, Longport, Stoke-on-Trent, Staffordshire, ST6 4NB

