



Privacy Statement

Durwen Limited respects the privacy of every individual who uses our services, whether directly as a customer, or passively through our website or enquiry emails. We are committed to safeguarding any information that you give to us. This statement outlines what information we may collect from you and how we use that information, as well as how you can check what information we have about you and how you can instruct us to erase that information.

1. What information we collect

We may collect and store information you send to us that is considered sensitive by the General Data Protection Regulation 2018 (GDPR). We do not collect information without your knowledge, and we do not use passive data collection methods.

2. How we use your information

We use the information we collect from you to provide the best possible service, and to carry out our obligations as a business. On occasion we may use your information for commercial communications and marketing purposes. The information you provide may also be used to help combat fraud and to identify you before disclosing any confidential information.

Client information held in our database:

* Company name * Company address * Contact name * Company accounts contact name (if different) * Business telephone number * Contact direct number and/or mobile number (where applicable, this may also be a private-use phone number if provided) * Contact business email address (where applicable, this may also be a private-use email if provided) * Company accounts email address (if different) * Industry type * Update method preferences * Any additional associated information, contact details, etc. required to carry out our services

All of the above is required by Durwen Limited to make sure we are able to carry out our services as well as adhere to any legal obligations with respect to the subject of our work. We will from time to time email or post to you marketing literature on services that we feel might assist you in achieving a good system of health and safety in the workplace; you can opt in or out of marketing information at any time by emailing info@durwen.co.uk with your name and company.

3. Who sees your information

We may disclose your information to any of our employees, subcontractors or associated companies as reasonably necessary to provide you with our services. We will never sell your information to third parties for marketing purposes. Other than as required by law, or as set out in this privacy statement, we will not disclose information about you to any third party without your permission.

4. Security

Durwen Limited has taken reasonable technical and organisational precautions to prevent loss, misuse or alteration of the personal information you provide. Of course, the transmission of data over the internet is inherently insecure and we cannot guarantee the security of data sent over the internet.

5. Third party websites

Our website may contain links to external websites that have been created, edited or maintained by third parties. Durwen Limited does not accept any responsibility for the privacy policies or practices of third parties.

6. Information you can hold about us

As a client of Durwen Limited we give you permission to hold relevant information about us to allow you to conduct business with us.

1) Our bank details to allow payment of our invoices 2) Our business email addresses 3) Our business phone numbers 4) Our business address 5) Staff contact names

7. Your rights

Durwen Limited complies with all aspects of the GDPR. We carry out annual reviews of our client information by contacting you directly, to promote accuracy and due diligence of your privacy preferences. You may also request copies of the personal information we hold about you or request to amend any factual inaccuracies or delete any personal information we have on record. Any requests must be directed in writing to our Privacy Compliance Officer at our company address. Any request may be subject to an administration fee if the request is manifestly unfounded or excessive. We may withhold such personal information to the extent permitted by law.

8. Revisions

From time to time we may revise this statement. Any revised changes will apply to our company from the date of publication. Please check this document regularly to ensure you are fully aware of any changes to the disclaimer.

If you have any queries regarding this privacy statement or the treatment of your personal information please contact us through our enquiry page at www.durwen.co.uk/contact.php where your enquiry will be forwarded to our Privacy Compliance Officer.