

Privacy Policy

R D Moore Limited takes the security and privacy of your data seriously. We need to gather and use information or 'data' about you as part of our business and to manage our relationship with you. We intend to comply with our legal obligations under the Data Protection Act 2018 and the EU General Data Protection Regulation in respect of data privacy and security.

What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the GDPR) as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you, that enables you to be identified. Personal data covers information such as your name, contact details and other online or physical identifiers.

What are your rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

1. The right to be informed about our collection and use of your personal data.
2. The right to access the personal data we hold about you.
3. The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
4. The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
5. The right to restrict the processing of your personal data.
6. The right to object to us using your personal data for a particular purpose or purposes

What data do we collect?

We collect and process personal data about you when you interact with us and when you purchase products from us. The personal data we process includes:

1. your name
2. your business name and address
3. your work email address and/or phone number (landlines / mobiles)
4. your job title
5. bank account details where appropriate

How do we use this information and what is the legal basis for this use?

Under the GDPR, we must always have a lawful basis for using personal data. Your personal data will be used for the following purposes:

1. Providing, managing and fulfilling an order with you
2. Supplying products and services to you
3. Communicating with you on work related tasks
4. Providing quotations for new projects, jobs and additional services

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email with information about new products or services that R D Moore Ltd supply which will be of interest. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and you will always have the option to opt-out.

With whom and where will we share your personal data?

We may sometimes contract with third parties who supply services which enable us to fulfil our contract with you. In some cases, those third parties may require access to some of your personal data that we hold.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

How long will we keep your personal data?

We will not keep your personal data for any longer than is necessary. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Where you are a customer, we will keep your information (name, email address and phone numbers) for the length of any relationship you have with us and after that for a period of 48 months.

Where you are a prospective customer and you have expressly consented to us contacting you, we will only retain your data while you interact with us and our content; or for 12 months from when you last interacted with us.

Where is your data stored?

All data is encrypted and stored at our registered address in Leicestershire, it is also backed up and stored off-site for security and loss prevention purposes. We will only store or transfer your personal data in the UK. This means that it will be fully protected under GDPR.

What are your rights in relation to your personal data?

1. You have the right to ask us not to process your personal data
2. Where you have consented to us using your personal data, you can withdraw that consent at any time;
3. If the information we hold about you is inaccurate or incomplete, you can notify us and ask us to correct or supplement it;
4. You also have the right, with some exceptions and qualifications, to ask us to provide a copy of any personal data we hold about you.

If you have a complaint about how we have handled your personal data, you can ask us to restrict how we use your personal data while your complaint is resolved. In some circumstances you can ask us to erase your personal data (a) by withdrawing your consent for us to use it; (b) if it is no longer necessary for us to use your personal data; (c) if you object to the use of your personal data and we don't have a good reason to continue to use it; or (d) if we haven't handled your personal data in accordance with our obligations.

How can you access your personal data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a subject access request.

All subject access requests should be made in writing and sent to the postal address of R D Moore Ltd, Stephenson Industrial Estate, Coalville, Leicestershire, LE67 3HF.

We will respond to your subject access request within one month and, in any case, not more than one month of receiving it. We aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request.

How we use Cookies?

We sometimes collect anonymous information from visits to our web site to help us provide better customer service. For example, we keep track of the domains from which people visit and we also measure visitor activity on the R D Moore Ltd website, but we do so in ways that keep information anonymous. We use the information that we collect to measure the number of visitors to the different areas of our site, and to help us make the site more useful to visitors. The logs may be preserved indefinitely and used at any time and in any way to prevent security breaches and to ensure the integrity of the data on our servers.

We collect the anonymous information we mentioned above using various technologies, one of which is cookies. A cookie is an element of data that a website can send to your browser, which may then be stored on your hard drive.

This anonymous information is used and analysed only at an aggregate level to help us understand trends and patterns. None of this information is reviewed at an individual level. If you do not want any transaction details used in this manner, you can disable your cookies.

What action do you need to take?

To comply under the GDPR regulations, if you agree with how your personal data is currently held then no action is required from you.