



39 Coventry Road, Lutterworth, Leicestershire LE17 4PT. Tel: 07973 306726 / 01455 558022
www.agscarpentry.net andy@agscarpentry.net

PRIVACY POLICY

May 2018

At AGS Carpentry & Maintenance Solutions Ltd we are committed to maintaining the trust and confidence of our customers and this includes protecting your privacy. This Privacy Policy details what information we gather from our customers and why, as well as letting you know how this information is stored and used.

The Information We Gather

The following information is gathered from our customers at the time of enquiry / engagement:

- * Name of customer
- * Address of work / proposed work
- * Contact details including email address & contact number
- * Additional information e.g. invoicing address if different / contact person on site if different.

Equally, if you make an enquiry, some or all of the above information may be gathered to enable us to give the most relevant information about our service.

What we do with your information

As part of the engagement and enquiry process, we collect some personal information from you – but only as much as is necessary.

This information is needed: to keep you informed and give you the best possible service during the time you are a customer with us; to tell you about new products & services relating to those which you initially instructed / enquired and to check our records are correct from time to time.

We will only contact you if you are a current AGS Carpentry & Maintenance Solutions Ltd customer, have enquired about an our services or are a past customer. You have the option to withdraw your consent to marketing communication at any time. The easiest way to do this is to reply to the communication telling us you wish to unsubscribe.



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Recording and sharing of information

Your information will only be used for the purposes for which you have provided it.

Records are held securely, in password protected files and in paper files kept in a locked location. Only the necessary information is provided to our employees to enable them to carry out the work, these are then filed securely after use. Our employees have been trained on the requirements of GDPR.

We adhere to the legal requirement of keeping records for 7 years for auditing purposes.

If you have made an enquiry to us, your details will be stored securely on our database, which is password protected.

We will never sell or pass your details onto a third party.

Data Storage

We have taken the appropriate technical and security measures to ensure that your data is protected and can only be accessed by authorised personnel.

Access to your personal information

You have the right to request a copy of the information that we hold about you. You may ask us to correct or remove information you think is inaccurate. Simply email andy@agscarpentry.net.

Changes to this Privacy Notice

This Privacy Policy is in effect from May 2018 and will be reviewed regularly. Any changes to this notice will be published on our website.

Should you have any questions or concerns relating to our Privacy Policy, please contact Andy on 07973306726 / andy@agscarpentry.net.