

## **Privacy Policy**

**Data Controller: CLARE TASKER**

**Midas Scaffolding Ltd**

trading as **Midas Scaffolding**

registered at **111 Rico House, George Street, Prestwich M25 9WS**

("we," "our," or "us")

We are committed to protecting your privacy and always ensuring the security of your personal information. Our Privacy Policy explains how we collect, use, and safeguard your data.

### **Type Of Information We Collect**

We typically collect the following types of information:

- **Personal Information:** This includes your name, address, contact details, email address, and any other information you voluntarily provide when contacting us, requesting services, placing orders, or filling out forms/contact information on our website
- **Usage Information:** We may also collect non-personal information about your use of our website and services, including IP addresses, browser type, and device information

### **How we receive information about you**

We receive your Personal Information from various sources, this personal information we process is provided to us directly by you for one of the following reasons:

- When you voluntarily provide us your personal details in order to register on our Site
- When you use or access our Site in connection with your use of our services
- From third party providers, services and public registers (for example, traffic analytics vendors)
- From call tracking providers (recorded calls) via Media Hawk or Call Tracking Metrics (CTM)

### **Why We Collect Personal Information**

We use the information that you have given us in order to provide our services to you the 'data subject' as follows:

- To prepare and provide detailed quotations and estimates for scaffolding hire, installation, and related services.
- To schedule, manage and carry out scaffolding installation and hire (for domestic and commercial clients).
- To communicate with you about your project: appointment confirmations, reminders, progress updates, follow-up after completion.
- To maintain a record of work carried out, materials used, service history and customer com
- To process invoices, payments and any necessary financial/accounting records.
- To send you promotional information, service updates and special offers (where you have provided your consent).

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- We have a contractual obligation
- We have a legal obligation
- We have a vital interest

- We need it to perform a public task
- We have a legitimate interest
- Consent

### How We Process Your Information

We process the information collected for the following purposes:

- **Providing Services:** To deliver our scaffolding hire, installation and related services, and to communicate with you about your requests and project requirements.
- **Improving Our Services:** To analyse usage data and feedback to improve the quality of our installations, hire service and website.
- **Marketing:** To send you promotional materials, offers and updates about our scaffolding services (only if you have opted in).

### Data Security

We take reasonable and responsible measures to protect your personal information from unauthorized access, disclosure, or alteration. However, please be aware that any method of transmission over the internet or electronic storage is not entirely secure.

### Data Retention

We will retain your personal information for **6 years** to provide our services, and as necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

- **Project records, contracts, inspection reports and site documentation:** retained for **6 years** for audit, warranty and contractual purposes.
- **Safety / certification documents, site compliance records or equipment hire logs:** retained for **40 years**, as required by construction regulation standards, insurance and compliance certification.

We will then dispose your information by **secure shredding of physical documents** and **permanent deletion of electronic files** in accordance with data protection best practices.

Under applicable regulations, we will keep records containing client personal data, account opening documents, communications, and anything else as required by applicable laws and regulations.

### How we store your personal information

- Your information is securely stored in a **filing cabinet in a locked office**, accessible only by authorised personnel.
- Electronic records are stored on **password-protected and encrypted systems**, backed up via reputable UK-based cloud or remote server providers that comply with GDPR.

### Sharing Your Information

We do not sell, trade, or rent your personal information to third parties. We may share your information with our trusted service providers who assist us in delivering our services, however they have an obligation to always maintain the confidentiality of your information.

We may share your information with trusted third parties who assist us in delivering our scaffolding or inspection services, such as:

- Payment processors or accounting software providers.
- Website hosting and IT support providers.
- Site contractors, inspection engineers or subcontractors.
- Regulatory inspectors or insurance assessors.

Why we may share this information:

- To process bookings, payments and manage contracts.
- To coordinate scaffolding installation, inspections or dismantling.
- To comply with construction, safety or insurance requirements.
- To respond to lawful requests from authorities or inspectors.

### **Your Choices**

You can opt out of receiving marketing communications from us at any time by following the unsubscribe instructions provided in our emails.

### **Your Data Protection Rights**

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

**Van Hage Garden Centre**  
**Pepper Hill**  
**Great Amwell**  
**SG12 9RP**

### **Changes to this Policy**

We may update this Privacy Policy from time to time. Please check this page periodically for any changes. Your continued use of our services after any modifications indicates your acceptance of the updated policy.

**Contact Us**

If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

Midas Scaffolding Ltd  
Office: 01920 877000  
Mobile: 07704 345976

**Complaints**

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Midas Scaffolding Ltd  
Office: 01920 877000  
Mobile: 07704 345976

If you are unhappy with how we have used your data or responded to your query, you can also complain to the Information Commissioner's Office (ICO) at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>