

Privacy Policy

**DialA**Pest

What We Do With Your Data

To provide our services, we collect, store, review and transfer data relating to our customers. This information is mainly provided by you (when you book treatments, make enquiries or fill in forms on our website) but may be obtained from your Council, neighbour, landlord or tenant.

When you book our services, we will ask for your name, contact details and address of the relevant premises. We will use these for our legitimate interests in booking administration and confirmation, order fulfilment, billing, payment, delivery, after-care services and complaints and to comply with our contract with you. When we visit the property, we may take photographs inside and outside for our legitimate interests in identifying proofing issues, the extent of an infestation, room conditions or other information reasonably necessary to carry out our services or to show why we are unable to do so.

We may also ask you to complete surveys for research purposes, although you do not have to respond to them. If you give us any health-related information, we will store this and notify the technician about it if relevant to their visit, if you consent to this.

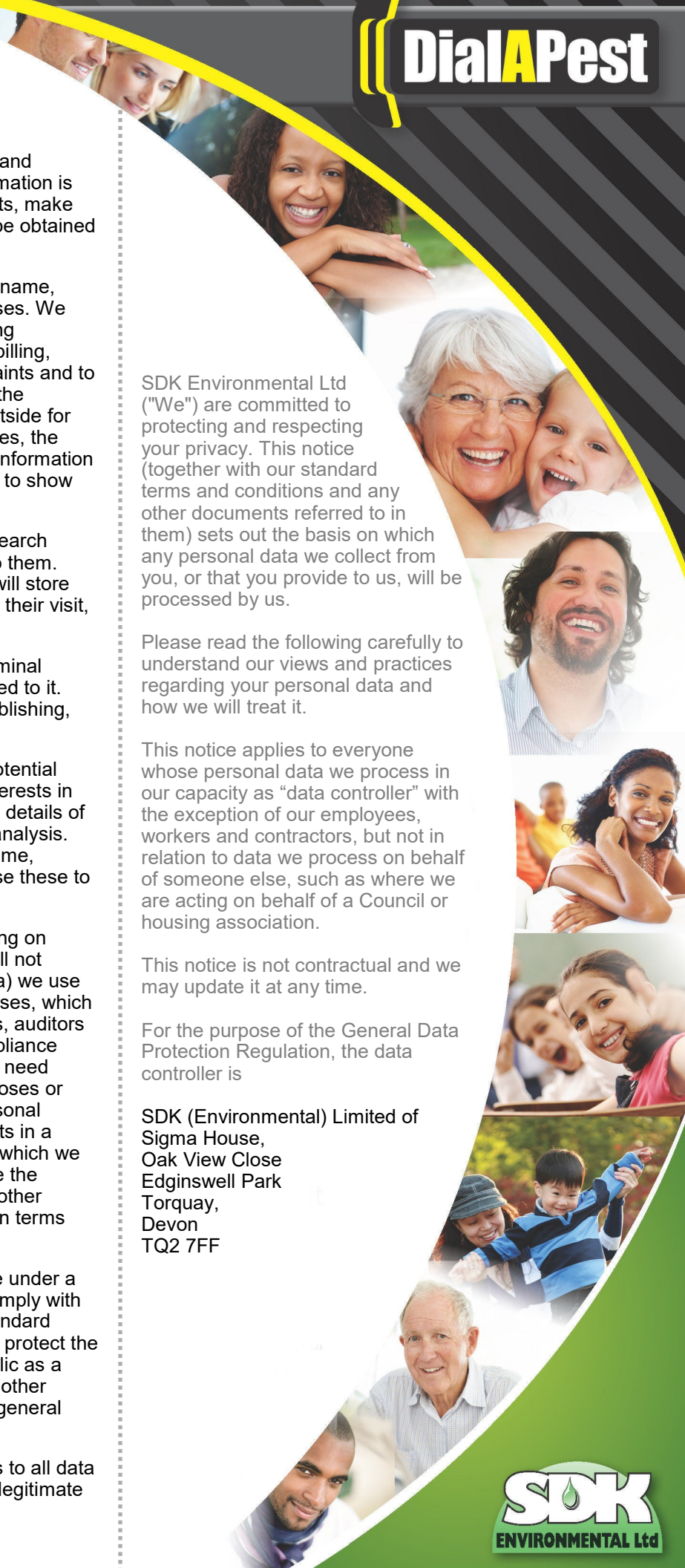
We will not store or use information about any criminal convictions or offences, unless you have consented to it. Any personal data may be held and used for establishing, exercising or defending legal claims.

We also collect contact details of suppliers and potential suppliers, which we may use for our legitimate interests in the provision of goods or services to us. We store details of potential customers but only use this for internal analysis. If you apply for a job with us, we will keep your name, contact details, current salary and CV and may use these to contact you about applicable jobs.

Where you are our customer (and we are not acting on behalf of a Council or housing association), we will not transfer your data to any third party, except that (a) we use external call centres for business continuity purposes, which is a legitimate interest, (b) our banks, accountants, auditors and insurers may require data as part of our compliance checks and legal obligations, although they rarely need specific personal data, for legitimate interest purposes or legal compliance, and (c) we may share your personal information in the context of our legitimate interests in a possible sale or restructuring of the business (for which we will share anonymised data where possible before the transaction completes but personal data with the other parties to the extent required under the transaction terms after completion).

We may also transfer your personal data if we are under a duty to disclose or share your personal data to comply with any legal obligation, or to enforce or apply our standard terms and conditions and other agreements, or to protect the rights, property or safety of any person or the public as a whole. This includes exchanging information with other organisations for fraud protection, credit risk and general legal compliance.

Our IT support and system providers have access to all data on our systems to provide their services to us for legitimate interests.



SDK Environmental Ltd ("We") are committed to protecting and respecting your privacy. This notice (together with our standard terms and conditions and any other documents referred to in them) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

This notice applies to everyone whose personal data we process in our capacity as "data controller" with the exception of our employees, workers and contractors, but not in relation to data we process on behalf of someone else, such as where we are acting on behalf of a Council or housing association.

This notice is not contractual and we may update it at any time.

For the purpose of the General Data Protection Regulation, the data controller is

SDK (Environmental) Limited of
Sigma House,
Oak View Close
Edginswell Park
Torquay,
Devon
TQ2 7FF

**SDK**
ENVIRONMENTAL Ltd

Data About Website Use

We store data about your visits to our websites including traffic data, location data, weblogs, other communication data and the resources that you access, your IP address, operating system and browser type, for system administration and internal analysis. For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our sites and to deliver a better and more personalised service. Some of the cookies we use are essential for the sites to operate.

Links On Our Website

Our sites may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Where We Store Your Personal Data

The data that we collect from you as data controller will remain within the UK and EU.

Where We Act For Someone Else

If we are acting on behalf of a council, housing association or other body or company, we may have to disclose to them any information we hold about you or your property, as we act as a "data processor" for them.

Right To Withdraw Consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you may withdraw that consent at any time. To do so, please e-mail us at

tellus@sdkenvironmental.com.

We will then no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Marketing Correspondence

We do not send marketing correspondence to people on our database.

If You Fail To Provide Personal Information

If customers fail to provide certain information when requested, we may not be able to perform the contract we have entered into with them. Depending on the specific data, why we need it and what risks the provision of it poses to your rights and freedoms, we may have to stop acting for you in this situation.

Change Of Purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal information without your knowledge or consent, where this is required or permitted by law.

Automated Decision-Making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you.

Privacy Policy

Data Security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

How Long Will We Use Your Information For?

Due to our use of pesticides, we keep all customer records indefinitely.

If you apply for a job with us, we will keep your name, contact details, current salary and CV on file for up to three years, although we may delete it before then if we do not anticipate any need for recruitment applicable to you within this time.

We hold other personal data until we are satisfied that there is no longer any purpose for retaining it. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Your Duty To Inform Us Of Changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

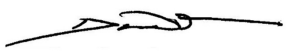
Complaints

If you are unhappy with any aspect of our processing of your personal data, we ask that you talk to us about it first and discuss your concerns with our Data Protection Manager. If you are not satisfied with the outcome, you may lodge a complaint with the Information Commissioner's Office.

Contact

Questions, comments and requests regarding this privacy notice are welcomed and should be addressed to

tellus@sdkenvironmental.com



Diarmid Nairn
Managing Director
20th March 2023

**DialAPest**

Rights Of Access, Correction, Erasure and Restriction

You have a number of rights under the GDPR:

- ♦ the right to access personal data we hold;
- ♦ the right to ask us to rectify or complete our records;
- ♦ the right to ask us to delete personal data;
- ♦ the right to object to us processing your personal data;
- ♦ the right to restrict our processing; and
- ♦ the right to ask us to transfer your personal data to another organisation.

These are not absolute rights and are subject to specific conditions and depend on our processing purposes.

If you are interested in using any of these rights, please e-mail us at

tellus@sdkenvironmental.com

for more information.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

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