

Thames Materials Ltd



Privacy Notice – Website Enquiry

This privacy notice tells you about the information we collect from you when you submit an enquiry to us via our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Thames Materials Limited. Our address is **Thames House, 4 Sarum Complex, Salisbury Road, Uxbridge, Middlesex, UB8 2RZ**

You can contact us by post at the above address, by email at info@thamesmaterials.com or by telephone on +44 (0) **20 8840 7233**

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you submit an enquiry to us, we ask you for your name, your email address, phone number and a brief description of your enquiry.

Why do we collect this information?

We will use your information to respond to your enquiry and hopefully to provide you with the information you need. We do this in order to take steps at your request prior to entering into a contract i.e. as part of pre-sales activity.

What do we do with your information?

Your information is stored in our Customer Relationship Management (CRM) system which is hosted on our own secured servers. This data is only used internally and for the purpose advised when the data was provided. It is not sent outside of the European Economic Area (EEA).

We will read your message and normally respond to you either via telephone or via email. We may ask for your consent to retain your information in our CRM system in order to send you further information that we think may be of interest to you.

We will not use the information to make any automated decisions that might affect you.

How long do we keep your information for?

Your enquiry is kept in our CRM system for up to one month unless you subsequently apply for a customer account in which case we will keep your details for as long as your account is live or until you withdraw consent.

Your rights over your information

By law, you can ask us what information we hold about you, you can see it, and you can ask us to correct it if it is inaccurate.

You can also ask for it to be erased and you can ask for us to give you a copy of the information.

You can also ask us to stop using your information at any time by emailing, writing or telephoning us using the contact details above.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

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