



GDPR Privacy Policy

**Responsible: General Manager - DPO
Last Review: May 2018
Next Review: May 2020**

Scope

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) which is EU wide and far more extensive than its predecessor the Data Protection Act, along with the Privacy and Electronic Communications Regulations (PECR), seek to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the EEA. It should be noted that GDPR does not apply to information already in the public domain such as Companies House data.

Bentley Brown are pleased to provide the following information:

Who we are

Bentley Brown Catering Hire Ltd is a catering hire equipment business located in the UK. Bentley Brown assists businesses, from sole traders to larger independent and privately owned organisations, private customers and any others by providing hire event equipment and resources to support the catering and event equipment hire industry. Bentley Brown is a leading company for the event hire industry and has been for almost 40 years.

Personal Data

Bentley Brown uses the information collected from you to provide quotations, contracts, sales orders and order confirmations, make telephone contact via calls and text and to email you information which the company believes may be of interest to you and your business. In you making initial contact you consent to Bentley Brown maintaining a marketing dialogue with you until you either opt out (which you can do at any stage) or we decide to desist in promoting our services. Bentley Brown may occasionally also act on behalf of its customers and suppliers in the capacity of data processor. When working exclusively as a data processor, Bentley brown will be acting on the instruction of its customers and suppliers, and will work hard to ensure that the work is fully GDPR compliant.

Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to, personally identifying information like Internet Protocol (IP) addresses. Bentley Brown, from time to time, use such information to identify its visitors. Bentley brown may also collect statistics about the behaviour of visitors to its website.

Any information Bentley Brown holds about you and your business encompasses all the details we hold about you and any sales transactions including any third-party information we have obtained about you from public sources and our own suppliers such as credit referencing agencies.

Bentley Brown will only collect the information needed so that it can provide you with the services it provides, Bentley Brown do not sell or broker your data.

For the purposes of payroll, marketing and certain other services Bentley Brown uses third party suppliers, who for the purposes of GDPR are processors. Where these suppliers are not based within the EEA, they are signatories to the EU-US Privacy Shield.

Legal basis for processing any personal data

To meet Bentley Brown's contractual obligations to its employees, and to respond to business enquiries.

Legitimate interests pursued by Bentley Brown

To promote Bentley Brown. This may include direct mail, advertising, promotions, email, newsletters, telephone calls, social media and any other channels to reach those involved in the different catering and event hire sectors.

Consent

Through agreeing to this privacy notice you are consenting to Bentley Brown processing your personal data for the purposes outlined. You can withdraw consent at any time by emailing dpo@bentleybrown.co.uk or by phoning +44 (0) 1483 506720 or writing to us, please see last section for full contact details.

Disclosure

Bentley Brown may on occasions pass your personal information to third parties exclusively to process work on its behalf (i.e., payroll, pensions etc.). Bentley Brown requires these parties to agree to process this information based on our instructions and requirements consistent with this Privacy Policy and GDPR. Bentley Brown do not broker or pass on information gained from your engagement with the company without your consent. However, Bentley Brown may disclose your personal information to meet legal obligations, regulations or valid governmental request. The business may also enforce its Terms and Conditions, including investigating potential violations of these to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of Bentley Brown, its customers, suppliers and/or the wider community.

Retention Policy

Bentley Brown will process personal data during the duration of contract and will continue to store only the personal data needed for seven years after the contract has expired to meet any legal obligations. After seven years any personal data not needed, will be deleted. Data storage concerning employees is covered in an addendum to their employment contracts.

Data storage

Data is held in the United Kingdom.

Your rights as a data subject

At any point whilst Bentley Brown is in possession of or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have the right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that Bentley Brown refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge.

At your request Bentley Brown can confirm what information it holds about you and how it is processed.

You can request the following information:

- Identity and the contact details of the person or organisation (Bentley Brown) that has determined how and why to process your data.
- Contact details of the data protection officer.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Bentley Brown and information about these interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.

- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

To access what personal data is held, identification will be required

Bentley Brown will accept the following forms of ID when information on your personal data is requested: a copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If Bentley Brown is dissatisfied with the quality, further information may be sought before personal data can be released.

All requests should be made to dpo@bentleybrown.co.uk

or by phoning +44 (0) 1483 506720 or writing to us at the address further below.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Bentley Brown and its processors; you have the right to complain to a company Director at Bentley Brown. If you do not receive a response within 30 days you may complain to the ICO.

The details for each of these contacts are:

Bentley Brown Catering Hire Ltd, attention of the Director
10 Woodbridge Meadows, Guildford, Surrey, GU1 1BA.

Telephone +44 (0) 1483 506720 or email info@bentleybrown.co.uk

ICO

Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone +44 (0) 303 123 1113 or email: <https://ico.org.uk/global/contact-us/email/>

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