

**RANSKILL HIRE LTD**  
**BLYTH ROAD, RANSKILL, RETFORD, NOTTS**  
**DN22 8LR**

Tel 01777 818 249

Established 1964  
[www.ranskillhire.co.uk](http://www.ranskillhire.co.uk)

Fax 01777 817 052

## Privacy Policy

Ranskill Hire Ltd (“We are”) committed to protecting and respecting your privacy in ways that comply with our legal and regulatory obligations, and to being clear about what we do with personal data.

The privacy policy covers:

- Who we are
- What information we collect
- How we use your personal information.
- Information received from other sources
- What legal basis do we have for processing your personal data
- When do we share your personal data
- Where do we store and secure personal data
- How long do we keep your personal data
- Maintaining the personal data we hold for you
- Consent
- Access to Information
- How to contact us
- Right to lodge a complaint with ICO
- Use of cookies and other technologies
- Linking to other web sites/third party content
- Changes to our privacy policy

We do update this policy from time to time so please review this policy regularly. The policy was last updated May 2018.

### **Who we are?**

For the purpose of the DATA Protection Act and the General Data Protection Regulations (GDPR) referred to in this policy as (“the Act”), the data controller is:

Ranskill Hire Ltd, Blyth Road, Ranskill, Retford, Notts DN22 8LR

### **What information we collect**

Information provided voluntarily by you. This data is collected when registering to use our services and a contract form is completed.

Personal information collected- name, address, telephone numbers and user names. In certain cases credit card details may be given.

We use your information to administer your account and to provide the products and services you have requested from us.

We collect this information via enquiries from telephone, computer, or personally when customers visit the office.

## **How we use your personal information**

We use the information that we collect from you for legitimate business interests, where the processing is not overridden by your data protection interest or fundamental rights and freedoms ie

for account set up and administration purposes  
for providing goods and services  
for legal obligations ( eg prevention of fraud)

In addition to this we may use the information for marketing

1. To provide information to you that you request from us relating to our products or services.
2. To inform you of any changes to our web site, services or goods and products when asked by you to provide them.

## **Information received from other sources**

We may receive information about you from credit reference agencies and fraud prevention agencies. Names of other suppliers given to us by yourself to obtain a trade reference.

## **What legal basis do we have for processing your personal data**

Processing of your information has to be on the grounds of:

Legal obligations as we believe to be necessary or appropriate ie  
Under applicable law  
To comply with legal process  
To respond to requests from public and government authorities  
To further fraud protection and reduce the risk of fraud

## **When do we share your personal data**

To protect Ranskill Hire Ltd or others. We may share your personal details with third parties when we believe it is necessary to protect our, or another person's rights, property or safety. This includes exchanging personal data with third parties to protect against fraud and reduce payment risks.

To provide personal data collected to credit reference agencies. This personal data may be recorded by them. If you do not pay us in full and on time credit reference agencies may record the outstanding debt. This personal data may be supplied to other organisations by credit reference agencies to perform similar checks and to trace your whereabouts and recover debts that you owe. Records remain on file with the credit reference agencies for 6 years after they are closed, whether settled by you or defaulted. Courts also keep these records.

If you give us false or inaccurate information and we suspect or identify fraud we will record this and may also pass this information to fraud prevention agencies and other organisations involved in crime and fraud prevention.

In the event we sell or buy any business, or assets are acquired by a third party, personal data held by it about its customer will be one of the transferred assets.

We will never sell personal data to a third party other than in this circumstance.

## **Where do we store & secure personal data**

We take our obligations very seriously and have existing physical, technical and organisational systems in place to ensure the safety of personal client information.

All staff are trained on data security and we endeavour to protect data against accidental loss, prevent unauthorised access, use, destruction or disclosure.

Steps have been taken to ensure business continuity and disaster recovery.

Unfortunately the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically. Sending such information is entirely at your own risk. Please note we will not be liable for any breach of security unless we have been negligent.

### **How long do we keep your personal data**

We will keep personal data about you if it is necessary for us to do so to comply with the law.

We keep records of any transactions you enter with us for up to six years plus the year when that transaction was made. This is so that we can respond to any complaints or disputes that arise in that period.

We may keep your contact details for as long as we have your consent to send you marketing information.

### **Maintaining the personal data we hold for you**

We aim to give you control over the personal information we hold about you. Your personal information can be updated at any time by contacting us by one of the methods described in the "How to contact Us" section.

You also have the right to have all personal data that does not have to be kept for reasons of law, deleted or no longer processed by us. Please contact us.

### **Consent**

You can withdraw consent at any time by contacting us via letter or email

### **Access to information**

In accordance with the Data Protection Act 1998 you have the right to access any information that we hold relating to you. Please note that we reserve the right to charge a fee of £10 to cover costs incurred by us in providing you with this information

### **How to contact us**

Data Controller, Ranskill Hire Ltd, Blyth Road, Ranskill, Retford DN22 8LR  
01777 818249 [info@ranskillhire.co.uk](mailto:info@ranskillhire.co.uk)

### **Right to lodge a complaint with ICO (Information Commissioner's Office)**

If you are not happy with how we process your personal data. in the first instance contact us but if not satisfied you do have a right to lodge a formal complaint with the ICO

### **Use of cookies and other technologies**

A cookie is a small text file that is saved to the hard drive of your computer when you use a website. This only records statistical data not personal data. You can adjust the settings on your computer to decline any cookies if you wish . This can easily be done by activating the reject cookies setting on your computer.

### **Linking to other web sites/third party content**

Our advertisers may use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on any advertisements on our website.

### **Changes to our privacy policy**

This privacy policy dated May 2018 may require updates in the future so please review our policy regularly.