

Credit Account Customer Communication & Data Storage

All methods of Communication & Data Storage relating to a customer with a credit account.

Placing an Order on our Website

Data Held: Full Name, Email, Phone, Billing Address, Delivery Address, Company Name

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Legal Obligation, Legitimate Interests

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and see their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes. You will also receive an email regarding signing up to our newsletter under legitimate interests, if you ignore this email you will not be added to the list.

Placing an Order directly over the phone

Data Held: Emails, company name, billing/delivery address, card details, phone number

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Contract, Legal Obligation

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and see their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes.

General Enquiries over the phone

Data Held: Company Name, Phone Numbers, Name, Email

Shared with: Nobody

Lawful Basis: Consent

Purpose of stored data: We temporarily keep the data if we need to get back in contact whilst we talk to the supplier to find out more details.

21 May 2018

Distributor & Trade Account Application

Data Held: Company Name, Phone Number, Name, Email, Address, Position, Trade References name, Trade References address, Trade References Phone Number, Trade References Fax Number

Shared with: Nobody

Lawful Basis: Legitimate Interests

Purpose of stored data: We will contact the references provided and set up a Trade Account or Credit Account or give a call back about the possibility of becoming a distributor. Data will be stored as part of your account and removed should you not receive an account.

Email regarding Bespoke Water Tank Quote

Data Held: Name, Company, Phone Numbers, Email Address, Delivery Addresses

Shared with: Nobody

Lawful Basis: Legitimate Interests

Purpose of stored data: We will use this information to add the quote to the system and be able to contact you regarding the quote.

Emailing regarding a quote

Data Held: Full name, Email, Company Name, Phone number, Delivery Address, Billing Address, Card Address

Shared with: Nobody

Lawful Basis: Consent, Legal Obligation

Purpose of stored data: We temporarily keep the data if we need to get back in contact whilst we talk to the supplier to find out more details.

Email via Website Contact Form

Data Held: Contact Name, Company Name, Email, Telephone Number, the message within the form

Shared with: Teamwork Desk our 3rd party Ticketing Platform

Lawful Basis: Consent

Purpose of stored data: To be able to open a line of communication with the individual through our ticketing system to be able to help with the enquiry.

Emailing with a purchase order

Data Held: Full name, Email, Company Name, Phone number, Delivery Address, Billing Address, Card Address, Signature

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Contract, Legal Obligation

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and be able to view their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes.

Purchase Order by Fax

Data Held: Full name, Email, Company Name, Phone number, Delivery Address, Billing Address, Card Address, Signature

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Contract, Legal Obligation

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and be able to view their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes.

Live Chat

Data Held: Full Name, Number, Email, Billing Address, Delivery Address, Any other information stated within the chat

Shared with: Zendesk our 3rd party Email marketing platform

Lawful Basis: Consent

Purpose of stored data: For us to be able to assist with general enquiries and resolve them. This data will be deleted on a routine basis.

Purchase Order Letter

Data Held: Full name, Email, Company Name, Phone number, Delivery Address, Billing Address, Card Address, Fax Number, Signature

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Contract, Legal Obligation

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and be able to view their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes.

Cheque by post

Data Held: Nothing

Shared with: Nobody

Lawful Basis: N/A

Purpose of stored data: The cheque is removed from the envelope, processed and shredded.

Registering for an Account

Data Held: First Name, Last Name, Email, Phone Number, Fax, Company, Address

Shared with: Nobody

Lawful Basis: Consent

Purpose of stored data: To be able to track existing or past orders within an admin panel using the details provided.

Galvanised Tanks Quote Form

Data Held: Full Name, Email, Phone Number, Address

Shared with: Nobody

Lawful Basis: Contract

Purpose of stored data: To be able to return to the customer with a price for the provided quote.

21 May 2018

Signing up to our Newsletter via our Website

Data Held: First Name, Last Name, Email

Shared with: Mailchimp our 3rd party Email marketing platform

Lawful Basis: Legitimate Interests

Purpose of stored data: To be able to send emails with the latest offers or newest products. This interests both parties involved as the subscriber may be waiting for the perfect offer to come along and for us it means a potential customer. If the subscriber is no longer interested they can easily unsubscribe at any time.