

DCD Teamwear Privacy Policy

Our contact details

We aim to display our contact details frequently and clearly, as to resolve any queries as quickly and efficiently as possible.

DCD Teamwear

Sales@DCDTeamwear.co.uk

01439 771468

Unit 1 Balmforth Business Park

Sawmill Lane, Helmsley

York, North Yorkshire YO62 5DQ

United Kingdom

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Basic order requirements (for example, 5x units)

How we get the personal information and why we have it

The personal information we process is provided to us directly by you for one of the following reasons:

- You've expressed an interest in our products and entered your details on one of our Facebook lead forms, in turn granting us access to contact you through the data provided.

We use the information that you have given us in order to contact you regarding your requirements/ potential order. This could be through email or text.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting sales@dcdteamwear.co.uk or using the appropriate “opt-out” options within our marketing systems.

- We have a legitimate interest. All data we utilise is that of users who have expressed a definite interest in our products, going through a detailed process of providing their details. They may revoke access to said data at any time and our aim is to make it as easy as possible to do so.

How we store your personal information

Your information is securely stored within our lead centre, which is in compliance with all data protection regulations.

We keep your name, phone number and email for 2 years, or until either it's deemed irrelevant or you've chosen to revoke our access to your data. We will then dispose your information by securely and indefinitely erasing your data in full. We accept full responsibility for acting upon data deletion requests and will do so within a reasonable time frame upon viewing the users request.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at sales@dcdteamwear.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, we'd be more than happy to discuss this with you. You can make a complaint to us via sales@dcdteamwear.co.uk or 01439 771468. We respond to all queries regarding this matter and value our customers privacy to the fullest extent.

If you are in any way unhappy with our use of your data, or if you have any questions, you can contact us on 01439 771468, sales@dcdteamwear.co.uk or instant message us via Facebook – www.m.me/dcdteamwear.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>