

Who we are

At South East timber & Damp Limited (SETD), we are committed to maintaining the trust and confidence of our customers to our web site. When it comes to your data, SETD is committed to transparency and choice. Here you will find information on how we treat data that we collect from customers and visitors to our websites.

Information We Collect

We do not collect any personal information while visiting our website unless you voluntarily provide it either through contact form or by email. We will only collect personal data from you to enable us to respond to an enquiry or to provide a service that has been requested.

How we use your data

When you book for our services either through our website or over the phone or by email your name, property address data, email and contact number will be collected and stored securely in our computer system. Such information collected will only be used for providing you with requested service. It will also be used for identifying the type of service we provide to you. **Please be assured that we do not share your personal details with any other company without your consent.**

How we disclose your data

We do not sell, lease, rent, share or give away your personal details to any company / organisation. Our employees process your data to provide the required service from us. We do not send out promotional emails.

How We Protect Your Data

We have taken appropriate technical and organisational security measures to protect your personal information from misuse, unauthorised access, unlawful access, disclosure without expressed consent, loss, alteration, damage and destruction. These measures include:

Physical safeguards, with locked doors and filing cabinets, controlled access to our office and secure destruction of media containing your Data.

Technology safeguards, like all computers are password protected, all our websites are SSL complaint.

Organisational safeguards, like training and awareness programs on security and privacy, to make sure employees understand the importance and means by which they must protect your data.

Storage of Your Data

The information we collect from you may be stored on servers in the UK.

Retention Period of your data

We normally store your personal data up to 10 years from the date of booking. This will enable us to serve you better with your enquiries. We also retain and use your data as necessary to comply with our legal obligations, resolve disputes and enforce our guarantee agreements.

Please let us know, at any time, we want to us delete that information. Such request should be addressed our data protection contact. **Please email your requests to enquiries@timberanddamp.co.uk**

Accessing, Updating or Correcting Your Data

You are entitled to access the personal information that we hold. Email your request to our data protection contact at **enquiries@timberanddamp.co.uk**

You have the following rights related to your personal data:

- The right to request a copy of personal information held about you

- The right to request that inaccuracies be corrected
- The right to request us to stop processing your personal data
- The right to withdraw consent
- The right to lodge a complaint with the Information Commissioner's Office

Changes to this Privacy Notice

We keep our privacy notice under regular review. This privacy notice was last updated on 22nd May 2023.