



Data Protection Policy

Express Solutions Group is the trading name of Express Drainage Solutions Ltd, This policy explains how we use any personal information we collect about you when you use our services, Incorporating the GDPR regulations.

What information do we collect?

We collect information about you when you:

- request a quotation
- place an order
- make payment
- complete registration

When you request a quotation or place an order through our website, or via the telephone we collect your name, address, phone number, email address and the type of service that you are interested in.

When you make an online payment, the payment details will be recorded by the payment provider on our behalf.

During registration, depending on the type of service you have ordered, we may collect your home and business address, phone number and email address. When we need to verify identity, we may request date of birth, identifying numbers (e.g. passport number) and copies of identity documents of individuals who will use the service.

Once the service is set up we record when we have sent on letters or messages.

We keep a record of your email correspondence with us, and any action notes arising if you phone us or speak to us in person.

How will we use the information about you?

We collect information about you to quote for a service, process your order, obtain payment, verify your identity, and set up the service according to your preferences.

When you have requested a quotation, or begun to place an order, we will keep a record of your contact details and preferences in anticipation that you may take up the service.

During initial payment you may choose a form of subscription. We will use the method you have opted for to take repeat payments when these are due.

Following payment, we will obtain additional information from you to:

- verify your identity (where we are legally obliged to do this, for example under Money Laundering Regulations)
- set up your service according to detailed preferences

Any personal information that you have provided for the purposes of the identity check will be kept on file but not used otherwise.



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Once you are using our services, we will use your email address to invoice you. If receiving forwarded mail, we will use your verified postal address to send your post. If using phone answering, we will use the mobile

number or email address which you have specified to text or email your messages. If using telephone forwarding, we will use the phone number which you have specified to route phone calls.

We may produce internal reports aggregating data to help us administer and manage our business.

How will we share your information?

We will share relevant details with our suppliers so that we can set up various aspects of your service. For example, for a personalised phone answering service we would tell the call-centre your name and the name of your business.

We shall use third party services to provide us with communications, database, financial, data-storage and backup facilities where we remain in control of the data and can be assured of its security and privacy while being processed. We may make temporary copies of your data to aid transfer between systems.

We will comply with authorised requests to disclose information to law enforcement agencies.

We will not sell or share your information for other companies to carry out their marketing.

Marketing Preference

If you agree we shall occasionally email you our news and special offers. You may opt out at any time.

Your Rights

You have the right to receive a copy of our records about you, before, during and after termination of your service. You have the right to request amendment or correction of your records while we hold them.

You have the right to be removed from our records up until we have begun providing your service.

Once you have begun receiving a service, we must keep certain records to comply with legislation specific to our business area.

If you terminate your service, we will no longer use your data, but in most cases must keep a record of it for a period of five years after this date.

Changes

This policy will be available on our website. As a client we will notify you a month before any major change to this policy. This copy was last updated in April 2020.

How to Contact Us

By phone: 020 979 5444 or email operations@expresssolutions.group

Write to us at: Express Solutions Group 152-154 Commercial Road Staines Upon Thames TW18 2QW



John Wilson
Managing Director



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