



17 Oct 2022

Privacy Policy Notice

WMR Waste Solutions Ltd is committed to ensuring that your privacy is protected at all times and strives to comply with the General Data Protection Regulations. WMR Waste Solutions Ltd endeavours to keep your personal information accurate and up to date and ensures that it is not kept longer than necessary.

What is personal information?

When we talk about personal information we mean information about an individual that can identify them, like their name, address, e-mail address, telephone number and financial details. Any reference to “information” or “data” in this policy is a reference to personal information about a living individual.

Keeping personal information secure

We will always ensure that we protect your data with the upmost security. In order to prevent unauthorised access or disclosure, we have put in place physical, electronic and managerial procedures to safeguard and secure all information and data.

How we use your personal information

WMR Waste Solutions Ltd will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, we rely on our customers to ensure that some of the information we hold about them is accurate. We encourage customers to inform us of any changes to their information.

WMR Waste Solutions Ltd collects and uses your personal information to provide you Waste Management Services and for other consulting services relating to your waste disposal needs. Your personal information may be shared with external authorities and agencies involved in delivering services on our behalf.

WMR Waste Solutions Ltd does not disclose or share sensitive or confidential information without your explicit consent except where disclosure is required by law.

You may decide you do not wish your personal information to be collected or shared, or may set conditions on our use of it. In such cases we may not be able to provide with the service you require, or may only be able to provide it in a limited way. There are occasions where we have a statutory obligation to collect or use personal information.

How long we keep personal information

WMR Waste Solutions Ltd will only retain customers’ personal information for as long as it needs to carry out a particular purpose or meet a particular obligation.



Third parties

WMR Waste Solutions Ltd does not pass personal data to third parties for marketing, sales or any other commercial purposes without your prior explicit consent. Your personal information may be processed by an external service provider acting on our behalf in order to provide one or more services. We may process your personal information using web services hosted outside the European Economic Area, but only where a data processing agreement is in place that complies with obligations equivalent to those of the General Data Protection Regulations.

Email

Emails that we send to you or you send to us may be retained as a record of contact and your email address stored for future use in accordance with our record retention schedule. If WMR Waste Solutions Ltd needs to email sensitive or confidential information to you, we will perform checks to verify the correct email address and may take additional security measures. If sending us such information we recommend using our secure online forms.

Your rights

You have the following rights:

- You may request that WMR Waste Solutions Ltd stops processing your personal data in relation to any of our services. (This may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties).
- You are entitled to request access to and a copy of any information we hold about you. If you find that the information WMR Waste Solutions Ltd holds about you is no longer accurate, you have the right to ask to have this corrected.

Please contact us at sales@wmrwastesolutions.com if you want to exercise any of these rights or if you have a query or complaint about why your information has been collected, how it has been used or how long we have kept it for.

If you have any concerns about the way we process your personal data, or are not happy with the way we've handled a request by you in relation to your rights, you also have the right to make a complaint to the Information Commissioner's Office. Their address is:

First Contact Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF