

MASSON JOINERY LIMITED

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Privacy Policy

GDPR (General Data Protection Regulation) comes into force on 25th May 2018 across all members states of the European Union.

This Privacy Policy outlines how Masson Joinery Limited collects, uses and stores personal information to comply with the GDPR. It identifies where information is collected from and how we use it.

Collecting your data

Data will be collected from you when you contact Masson Joinery Limited, this may be by telephone, fax, email, in person or via our website.

The information collected on initial contact will be only that which is required to allow us to set up an appointment or meeting. This will generally consist of your contact details or those of a representative of your project, ie a builder acting on your behalf.

Initial information we may collect:

- Your name
- Company name
- Address
- Site address
- Telephone number
- Email Address
- Fax number
- Site representative (builder etc)

Additional data may be collected, this will include:

- Bank details (Account customers)
- Trade references (Account customers)
- Director details (Account customers)
- Company registration number (Account customers)
- VAT registration number (Account customers)
- CIS registration details ie UTR number, Trading name, Date of birth, Tax treatment, Insurance (Sub-Contractors)

How we use this Information

- To fully process your order(s) with Masson Joinery Limited
- To carry out Credit Checks and References for New Commercial Account customers.
- To chase outstanding debts owed personally or as a business to Masson Joinery Limited – the information we hold may be passed to a Debt Recovery Agent to act on our behalf.
- To provide technical support - the information we hold may be passed to the Technical Department of the manufacturer with your express permission.
- To action account queries

Updated 22/05/2018

How this information is processed

- Masson Joinery Limited uses Sage Account Software to process Invoices and statements, personal information itemised under 'collecting your data' is stored on Sage Accounts.
- Supporting paperwork produced at initial quotation stage is scanned and stored pending acceptance of quotation.
- Supporting paperwork produced which may contain your contact details is attached to our final invoice and stored for the period required by HMRC for Accounting purposes.
- Manual records are held together with Sage Account records for Commercial Account Customers. Once an account is cancelled, these details will be retained on file for the period set out by HMRC for Accounting purposes.
- Manual records are held together with Sage Account records for sub-contractors registered under the CIS scheme. This information is shared with HMRC for verification and payment purposes.

How we store your information

- Our Sage Accounts software is password protected, access is only available to administrative staff who operate the system.
- Computer workstations and servers are password protected.
- We are required to hold copy invoices and supporting paperwork by HMRC following the completion of a job for a period of seven years under current legislation. After this period all data is shredded.

Third Parties & our website

Our website uses Cookies which are small files stored on your PC for the purpose of making the users experience of our websites more beneficial. These cookies can be blocked by the application you use to visit websites or a third-party anti-virus software product.

Any downloadable documents, files or media made available on our websites or sent via email are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available users are advised to verify their authenticity using third party anti-virus software or similar applications. We accept no responsibility for third party downloads and downloads provided by external third parties and advise users to verify their authenticity using third party anti-virus software or similar applications.

Our Commitment to you

- We are committed to ensuring any data provided is handled securely and have in place managerial processes to safeguard your information. We are registered with ICO.
- You may request details of any personal information we hold about you under the Data Protection Act 1998. If you would like a copy please contact us, a small administration fee will be chargeable.
- If you feel any information we hold is incorrect please contact us to allow any alterations to be made.