

B.S.B. (Sound) Ltd Privacy Policy

Our contact details

Name: Martin Bickley (Managing Director)

Address: Unit 1 Llewellyn Roberts Way, Market Drayton, Shropshire, TF9 1QS

Phone Number: 01630 652454

E-mail: martin@bsbsound.co.uk

Nominated data protection contact:

Jordan Ashley (Operations)

Phone Number: 07538406248

E-mail: jordan@bsbsound.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address and telephone number)
- Location of activity relating to your contract, either verbal or written with B.S.B. (Sound) Ltd
- Your bank account details for the payment of invoices

How we get the personal information and why we have it

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

- You enter into a contract, either verbal or written, instructing us to provide a service to yourself or your company, or vice versa.
- You ask us to provide an estimate or quotation for a service provided to yourself or your company.

We also receive personal information indirectly, from the following sources in the following scenarios:

- GoCardless processes our direct debit payments and we are given restricted access to the data you may have provided to GoCardless.

We use the information that you have given us in order to provide you with a service or sell a product. We never engage in any direct marketing.

We may share limited contact details with others only after receiving your explicit permission.

Your data may be stored in encrypted cloud storage areas and online accounts packages.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting either Martin Bickley or Jordan Ashley

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep required contact information for as long as we have an active contract with you, or after 12 months of an inactive account. We will then dispose your information by deleting all digital copies and shredding paper records.

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 martin@bsbsound.co.uk, jordan@bsbsound.co.uk or by telephone on: 01630 652454 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at our registered office:

B.S.B. (Sound) Ltd

Unit 1 Llewellyn Roberts Way

Market Drayton

Shropshire

TF91QS

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>