

Gloucestershire Gritting Ltd, company registration number 08390026, VAT number 161 3406 40, operates from Durbridge House, Redmarley, Gloucester GL19 3LS. Its registered office is c/o Nockels Gee, Chartered Certified Accountants, 5 The Chambers, Vineyard, Abingdon-on-Thames.

John Tingey is the managing director and he is contactable by post as above, by email john@gloucestershiregritting.co.uk or by telephone 07970 946329.

Gloucestershire Gritting handles personal information including names, addresses, email addresses and telephone numbers of potential customers, customers, suppliers, and subcontractors. We also hold sensitive personal information, banking details, for suppliers and subcontractors. All information is held securely in password protected computer systems and sensitive personal information is held within two-factor authenticated banking systems.

In response to potential customers' direct request through our website, social media, telephone, or face to face, Gloucestershire Gritting collects names, addresses, email and telephone details in order to give information about its winter gritting services. We may also contact customers and potential customers to seek feedback and to remind you about our services at the start of the following gritting season.

The lawful basis for processing under the General Data Protection Regulation (GDPR) is Contract because we either have a:

- contract with you and we need to process your personal data to comply with our obligations under the contract;
- Or we haven't yet got a contract with you, but you have asked us to provide a quote and information about our winter gritting services and we need to process your personal data to do what you ask.

We hold personal information for 12 months of having provided the quotation or service, whichever is the later date. If a potential customer decides to use our services, we will gain their permission to pass on their information to Nurture Gritting Ltd. If a potential customer chooses not to use our services, we will hold their data for 12 months and contact them again to see if we can be of assistance. We may contact customers and potential customers within the above timeframe to seek feedback on our services.

We comply with your rights as an individual as explained under GDPR. These rights are:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

If anyone is unhappy with any aspect of our service, including the way we handle their personal information, please get in touch with John Tingey through any of the contact routes above. We will acknowledge the complaint within 48 hours and seek to respond fully within four weeks.

People unhappy with the way the way we handle personal information can also report concerns to the Information Commissioners Office. For more information please visit <https://ico.org.uk/make-a-complaint/> or telephone 0303 123 1113. Complaints should be raised with the ICO within three months of becoming aware of the matter.