

# Privacy Policy

The A1 Group are committed to ensuring that your personal information is used properly and is kept securely. This Privacy Policy explains how the A1 Group will collect and use your personal information. When you submit personal information on the website you may see a 'Data Protection Notice' that may provide additional information about how your personal information will be used by the A1 Group.

By entering your details in the fields requested and pressing 'Send', you are consenting to the processing of your information by the A1 Group and its agents in accordance with this Privacy Policy.

## Data Control

Any personal information that you provide on this website is controlled by the A1 Group. The A1 Group is a company registered in England and Wales. A1 Wokingham Wet Waste Limited with company number 04715882 and A1 Loo Hire Limited with company number 05333973. Our registered office is at A1 Group of Companies, Silver Birches, Highland Avenue, Wokingham, Berkshire RG41 4SP.

If you have any queries about the information the A1 Group holds on you, please contact our Finance Director, whom you may write to at the address above.

## Collection of your personal information

When you visit or register on the website, you may be asked to provide information about yourself.

Examples of such information are:

- Your name and email address;
- Your mobile telephone number;
- Details of the information you are requesting and any message you wish to send the A1 Group.
- Information about an order you have placed.

You may also provide personal information to the A1 Group when you contact the A1 Group by email, telephone or letter. When you provide personal information to the A1 Group it will treat that information in accordance with this Privacy Policy.

Information you provide upon ordering a product or service from us: if you order a product or service from us, you will need to provide certain personal details so that the order can be fulfilled. In some cases, we will direct you to a third party partner site which will collect this information from you and fulfil your order.

## **Use and storage of your personal information**

The A1 Group will use personal information provided by you or gathered by the A1 Group to process and respond to requests, orders, enquiries and complaints received from you and to provide services subsequently requested by you. This subsequent processing may include processing to manage and update you on your account and to send you updates about special offers, new services, special promotions and noteworthy news and events that the A1 Group believes will be of interest to you.

## **Sharing of your personal information**

The A1 Group may share your personal information with third parties in the following ways:

The A1 Group sometimes use agents and service providers to process personal information on its behalf. For example, the A1 Group may use third parties to contact you about its products and services, send postal mail and to maintain its IT systems. Where the A1 Group uses agents and service providers to process your personal information, the A1 Group will ensure that it has adequate security measures in place to safeguard your personal information.

The A1 Group will also release your personal information when required to do so for legal or regulatory purposes or as part of legal proceedings.

## **Use of Cookies**

A cookie is a piece of information that is held on the hard drive of your computer that records how you have used a website. Cookies allow website operators to accumulate useful information, such as whether the computer (and sometimes its user) has visited the site before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit.

The A1 Group may use cookies to monitor how people use our website in order to help the A1 Group to provide you with a better service. Cookies make it easier for you to log on and use the website during future visits. They also allow the A1 Group to personalise the content of the website for you.

If you do not want cookies downloaded onto your machine, you can restrict or disable them by adjusting the settings on your browser. However, you may not be able to use some of the features on our website without cookies.

## **Access to your personal information**

You have the right to request a copy of the personal information that the A1 Group holds about you and to have any inaccuracies corrected. The A1 Group will ask for confirmation of identity before it discloses any personal information and may charge a £10 administration fee to process the request. Please address requests to the Finance Director.