



A.E.BURGESS & SONS Ltd.

Waste Management

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PRIVACY POLICY

This Privacy Policy explains how we use personal information we collect about you.

We are committed to protecting your privacy and maintaining the security of any personal information received from you.

What information do we collect about you and how will we use this?

We collect information about you when you register or enter a contract with us, or place an order for products or services.

We will collect information about you to process your order and manage your account.

We will need to know your address and contact details in order to fulfil such contracts and orders. You have the option to withhold personal information that is not required for the order process. You will be able to pay securely using credit card, or certain customers by direct debit.

We will only contact you by e-mail or telephone in order to fulfil your contract or order and we will keep a record of that contact in order to fulfil your order.

For certain order fulfilment we will need to pass your name and address to certain third parties (e.g. hauliers). We may also fulfil your contract or order by subcontracting your order to our related company, TBD Morris Recycling Limited. Such parties are compliant with data protection laws in order that they can deliver your goods to you.

We do not sell, rent or exchange personal information with any third party for commercial reasons beyond the essential requirement for credit/debit card validation during purchase or subsequent payment for orders. In order to process credit/debit card transactions, the bank or card processing agency may require to verify your personal details for authorisation outside the EEA (European Economic Area). Your information will not be transferred outside the EEA for any other purpose.

In processing an order or requesting services from us, we may also send your details to, and also use information from credit reference agencies, debt collection agencies and fraud prevention agencies.

We follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access in accordance with UK Data Protection Legislation.

We will keep a record of your orders so that we can deal with any issues or assist you in future repeat purchases. We also collect information voluntarily completed via customer surveys or feedback forms. Website usage information is collected using cookies.

A E Burgess & Sons Ltd will not share your information for marketing purposes with companies other than related company TBD Morris Recycling Limited.

Marketing

We may occasionally send you information about products and services of ours which may be of interest to you.

You have the right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email or write to us using the contact details below.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the contact details below. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Website and Cookies

Website usage information is collected using cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor log behaviour. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

Other Websites

Our website contains links to other websites. This privacy policy only applies to our website so when you link to other websites you should read their privacy policies.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we place any updates on our web page. This privacy policy was last updated on 21 May 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email : info@aeburgess.com
- Or write to us: A E Burgess & Sons Ltd, Ulverscroft Rd, Leicester, LE4 6BY.