

EDROC Limited Privacy Policy

We take the safety and security of our data very seriously, this includes the personal data that we hold for all of our customers, guests, clients, staff, suppliers and any third parties etc. We use the data we hold to deliver products and services to our customers, to make and keep contact with our staff and to trade with our suppliers and any third parties, either past, present or future in line with current legislation to meet our legal responsibilities.

We obtain our data direct from our Customers, Suppliers and Staff or via a third party where they have agreed to supply us their data and use it legitimately in our day to day business. Personal data may include, but not limited to Name, Address, Contact Numbers, Email Addresses, Postal Address, Bank Account Sort Code and Account number to enable us to make BACS payments and CCTV Images and recordings. We do process, but do not store Debit and Credit Card details for the use of taking payments from customers and guests. These details are not stored on our systems, but are held by our card payment processing provider, Worldpay.

Your personal data could be used in a number of ways, depending upon on which relationship you have with the business, for example:

- Customer, Guest or Client; we may contact you using the details you have provided by email, telephone or post with regards to past present or future reservations, or any offer we think may be of interest to you, you can ask us to stop contacting you at any time.
- Supplier; we may contact you with regards to supply of goods, accounting or supply issues by email, telephone or post.
- Staff; we contact our staff by email, telephone or post with regards to their work, payment or any other relevant matters, in an emergency we may contact their next of kin which we have been authorised to do so by the employee.

For the purposes of GDPR, EDROC Limited is the controller of data held by the company and any trading names used by the business. Your data may be shared with third party agencies so they can help us meet our contractual and legal duties, such as:

- Government and Law Enforcement agencies such as HMRC
- Debt Collection or similar issues
- Company Accountants

EDROC Limited will not sell, rent or give or share your data

All data held by EDROC Limited is stored in the following manor:

- Physical Stored Data; Stored in locked cabinets or areas with access to restricted employees only.
- Electronic Stored Data; Stored on computers and devices and backup systems attached to our network or on a secure server via a third party. All computer systems are password protected with user level access to relevant employees and our systems are restricted to authorised employees only.
- All systems are backed up with encryption where possible.