



Units 1-3 Poole Industrial Estate, Wellington, TA21 9HW
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WEEE Disposal Limited registered in England no. 12951163

Data Retention Policy

We collect information from customers (usually a name, address, email address and phone number), usually by email or over the phone, to facilitate the following:

- Arranging to undertake work at a customer's site
- Completing statutory documents
- Providing customers with copies of documents
- Sending invoices and/or payments to customers

If we are undertaking work on behalf of another waste management provider, we receive the same information from them.

We may receive personal information in the form of confidential waste (documents, hard disk drives, solid state drives, removable flash media, CDs, DVDs, tape media, floppy disks, etc). These data are never processed and are always destroyed by digital (HMG IS5) or physical (shredding/crushing) means.

Depending on the services required, customer information is stored securely by one or more of the following cloud service providers:

- Microsoft 365
- QuickConsign
- Samsara FMS
- MyMobileWorkers CRM
- BT Business Cloud Phone

Limited information may also be shared with our regulators, such as the Environment Agency, or with NHS contact tracers where necessary.

We do not share data with third parties for marketing purposes.

Data will be retained for up to two years (or until the customer opts out), except for where present on statutory documents with a longer legal retention period.

Our website does not use cookies or tracking features but does contain links to external websites which do use tracking features, and which are outside of the scope of this policy.

This policy may be updated in the future. Copies of the most up-to-date policy will always be available by request.

If you need to contact us about any of your data we may hold, please do so by email:

info@weedisposal.com

If you need to make a complaint regarding our data processing and handling, please contact the Information Commissioner's Office:

<https://ico.org.uk/make-a-complaint/>