

Privacy Statement

To reassure users that your information is being lawfully and properly collected, stored and used fairly and transparently. Our Data Protection Policy is available on request.

Personal data that we collect

We collect data to operate effectively to provide the service that you expect. You provide some of this data directly when we ask you for information such as your home address, contact details, bank details. You are consenting to the use of your personal information, when you initially engage us to act on your behalf. We also obtain data from third parties.

How we use the Personal data

We use the personal data we collect to provide the products that we offer on your behalf. We do not knowingly collect data that is not required. We also use the data to communicate with you e.g. sending you your sample results, informing you of changes to our service, taking part in client surveys.

Reasons we share personal data

We share your personal data with your consent or as necessary to progress and complete any transaction that you have engaged us to carry out. We also share data when required by law with other organisations for the purpose of fraud protection.

How to make a request about the information that we hold

You can make an access request at any time in accordance with the Data Protection Act 1998. There will be a nominal charge of £10 to cover the cost of administration. Your subject access request can be made by contacting us at PRN Water Services Ltd. 25 Sandyford Place, Sauchiehall Street, Glasgow, G3 7NG, by telephone on 0141 739 0010 or by email at info@prnwaterservices.com

Where and how we store your personal data

We take all reasonable steps to ensure the security of the personal data that we hold. Data is stored electronically and in hard copy. Data is stored in accordance with the relevant timescales for holding such data and is stored on and off site.

How to control how we use your personal data

Throughout the year we communicate with you by email to inform you of changes to legislation that may affect you, provide informative articles that may be of use to you with regard to the services that we provide. We automatically enrol you in this service but you can choose whether you wish to receive these emails and therefore you can unsubscribe at any time.

By providing us with your contact details you are automatically giving consent to be contacted for these reasons. If you do not wish to receive further information from us then please contact us at PRN Water Services Ltd., 25 Sandyford Place, Sauchiehall Street, Glasgow, G3 7NG, by telephone on 0141 739 0010 or by email at info@prnwaterservices.com