# CUSTOMER & SUPPLIER- PRIVACY NOTICE- BAT

Bristol & Avon Transport and Recycling Ltd
General Data Protection Regulation
Privacy Notice

Last reviewed: 26th July 2026

**What this Notice covers**

Bristol & Avon Transport & Recycling Ltd are committed to protecting the privacy and security of your personal information.

This Privacy Notice describes how we collect, store and use the personal information you provide to us in accordance with the General Data Protection Regulation (GDPR) and data protection legislation.

**Identity of the data controller**

Bristol & Avon Transport & Recycling Ltd is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.
We may update the terms of this notice at any time and will notify you of any significant changes.

**Categories of personal information collected**

- Name, address, telephone numbers and email addresses
- Your preferred method of receiving communications from us
- Type of Customer (Cash or Account)
- Sales data including transactions, invoices and statements
- Correspondence including emails.
- Bank account details

**Sources of personal data**

We collect personal information about you through the account application process directly from you.
We may sometimes collect additional information from third parties such as credit safe

**Our purpose and lawful bases for processing your data**

We will use your personal information in the following circumstances:

- To generate quotes, invoices, payments and credit notes
- For order processing and management of your account.
- To fulfil our contractual obligations by providing you with our customer services.
- Where we need to comply with a legal obligation

If you are an account customer, it is your responsibility to ensure that any personal data we hold about you is kept up to date.

**Who has access to your data**

We will only share your information in accordance with data protection legislation, for example where we use a third party to deliver our services to you or when we are legally required to do so by a government or law enforcement authority.

Customer details are held on our computerised 'sage' accounts system which is password protected to individual users. Our server and backup systems are encrypted and managed by an external IT company.

Recipients of your data may include third party service providers such as Sage Pay and Euler Hermes.

Where we do so, we will require third parties to respect the security of your data and to treat it in accordance with the law.

**Security of your data**
We do not store any credit card or debit card information.

We are committed to keeping your personal information safe and we have procedures in place to secure your personal information either in digital or paper format.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

**How we decide how long to retain your data**
We will only retain your personal information for as long as necessary to provide our services to you, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Your personal information will be deleted when you cease to be a customer of Bristol & Avon Transport & Recycling Ltd unless we are required to hold it longer to comply with taxation requirements, which may be for up to six years after you last business transition or enquiry.

**Your rights**
You have the right to:

- **Request access** to, and a copy of, your personal information.
- **Request correction** of the personal information that we hold about you
- **Request erasure** of your personal information.
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

If you believe we have not complied with your rights, you can complain to the Information Commissioner.

**Changes to this Privacy Notice**
The Company reserves the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

**Contact Information**
If you wish to exercise any of the above rights or if you have a complaint about your information rights, or if you have any questions about this notice, please contact us;

- by email: info@bristolandavon.co.uk
- by post: Bristol & Avon Transport & Recycling Ltd, Seven Road, Hallen, Bristol, BS10 7SE
- by telephone: 0117 9829561