

Flint Hire & Supply Ltd

Privacy Policy

Contact details

This statement sets out the privacy policy ("Privacy Policy") of Flint Hire & Supply Ltd (company number 1575595) registered in England & Wales and whose registered office is Second Floor South The Fitted Rigging House, Anchor Wharf, The Historic Dockyard, Chatham, Kent, England, ME4 4TZ. In these terms "Flints" "we" "us" and "our" means Flint Hire & Supply Ltd. The Privacy Policy explains what personal information we collect and what we do with that information.

Our postal address is Unit 2 Newton's Court, Crossways Business Park, Dartford, DA2 6QL and our telephone number is 020 7703 9786. Our website address is www.flints.co.uk.

Our privacy policy was last updated in March 2025.

Types of Personal Data we collect?

We currently collect and process the following information:

For customers or suppliers:

- Any personal details you provide (such as name, address, e-mail address, business or personal address, phone number, interests, bank details) when visiting Flints premises or online, or making an enquiry about our services.
- Data collated from participation in surveys, promotions or competitions
- Information you provide to us by email, letter, telephone, social media, via our websites or in person
- Data collected to verify a Subject Access Request
- Customer payment details required for processing payments for products or services purchased from Flints but not stored by us
- Personal details you choose to give when corresponding with us by phone, email, online or in person
- Information about your permissions, consents and preferences (e.g. website users stats, cookie data, clickstream data, browsing history, communications, responses and opt-outs to direct marketing)
- Information that is publicly available

For employees:

- Any personal details you provide (such as name, address, date of birth, nationality, gender, e-mail address, business or personal address, phone number, education/employment history, interests, National Insurance number, or bank details) when working with us, or applying for a job with us
- Employment references – given/received, employee appraisal information, remuneration (pay/bonus), and pensions information.
- Identification data, for example passport/driving license and right to work checks
- Profile information, this includes username and passwords, IP addresses of devices and preferences
- Data collated from participation in surveys, promotions or competitions

- Information you provide to us by email, letter, telephone, social media, via our websites or in person
- Data collected to verify a Subject Access Request
- Personal details you choose to give when corresponding with us by phone, email, online or in person
- Information about your permissions, consents and preferences (e.g. website users stats, cookie data, clickstream data, browsing history, communications, responses and opt-outs to direct marketing)
- Information that is publicly available

Cookies

Our Site uses cookies for a number of purposes, including to distinguish you from other users, to provide you with a good user experience when you browse our Site and to allow us to improve the features of this Site. For more information about how we use Cookies, please refer to our Cookie Policy above .

How we get your personal data and why we have it?

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide you with services/products you have requested.
- To provide you a good site experience.
- To verify your identity
- To provide you an interview or employment
- To submit an enquiry, job application, order, subject access request or complaint.

We also receive personal information indirectly, from the following sources:

- Publicly available data

We use this information in the following ways:

- To operate our business, provide your requested services and process payments for these services.
- To verify your identity and deal with your enquiry, job application, offer of employment, order, or complaint.
- In the performance of a contract as your employer, so that we meet our legal employer obligations and the requirements of employment law.
- To fulfil our legal obligation for business accounting, payroll, and tax purposes.
- To provide you with information about our services and any changes to those services. Any marketing email that you receive from us will allow you to unsubscribe to further email promotions.
- To contact you in connection with research and use any information you choose to submit in response.
- To administer our Site and ensure that our Site is presented in an effective manner for your device.

- For internal business/technical operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes and as part of our efforts to keep our Site secure.
- On an aggregate basis, to understand how individuals collectively use the features of our Site.
- For profiling and analysis purposes, developing products & services, marketing, research, & updating and correcting databases.
- For the purpose of identity verification, credit and risk management, revenue collection, database verification and enhancement. We may also supply your data to the above sectors via agencies/brokers.
- To give effect to your legal rights and your rights under this Privacy Policy.
- To protect against fraud, identity theft, and other unlawful activity and establish or exercise any legal rights or claims.
- For other purposes to which you have consented, and we may combine personal data that you provided to us with other information we collect about you for the purposes set out in this Privacy Policy.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by emailing dataprotection@flints.co.uk
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We need it to perform a public task.
- (e) We have a legitimate interest.

Disclosure of your personal data

We may share your personal data with third parties in the following situations:

- We may disclose your personal data to our employees and agents to the extent necessary to provide you with the services you have requested.
- We may disclose your personal data when completing an employment reference that you have requested.
- We may make your personal data available to selected third parties who act on our behalf to support our operations (for example card processing or payment services (see the section below headed 'Payment Information') and credit reference agencies to protect against possible fraud, subject to appropriate contractual protections in accordance with applicable law.
- We may share your personal data with selected third parties for insight, analysis, research and marketing purposes. The data we share is third party consented data and/or publicly available data.
- Our IT suppliers and contractors (e.g. data hosting providers or delivery partners) who may need to have access to your personal data to provide IT support and

enable us to provide products and services, subject to appropriate contractual protections in accordance with applicable law.

- If we sell or transfer all, or any portion, of our business or our company assets to any third party, personal data held by us from you may be one of the transferred assets.
- To protect us or contractors against loss or damage (including without limitation, exchanging information with the police, courts or law enforcement organisations).
- To the extent necessary to establish, exercise or defend legal rights or claims, or for the purposes of investigating actual or suspected unlawful activity.

Before we share your data with third parties, we will complete due diligence of the company and ensure the necessary written agreements are in place to ensure the data is processed in line with the latest data protection regulation to safeguard the data.

How we store your personal information

We take the security of our customer's, employee's and supplier's data very seriously and we use appropriate measures to protect all personal information collected in a secure, controlled environment consistent with GDPR legislation. The personal data that we collect from you is stored on UK based servers. The transmission of personal information is completed through secure encrypted data transfer systems. Access to the information we hold is restricted by a password controlled user profile system based on job roles. These are issued by our IT contractors on instruction from our senior management.

Data Retention

Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. We may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

Your Data Protection Rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at dataprotection@flints.co.uk if you wish to make a request.

Changes to our Privacy Policy

If we change this Privacy Policy, we will let you know about the changes by publishing the updated version on our website www.flints.co.uk. We are committed to protecting and respecting your privacy and will continue to do so in any future changes we make to this Privacy Policy and will review our policy regularly.

How to complain or contact us

If you have any questions regarding this Privacy Policy, or any concerns about our use of your personal information, you can submit a question or make a complaint to our Data Protection Officer by email : dataprotection@flints.co.uk.

You can also contact the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Helpline number: 0303 123 1113

ICO website: ico.org.uk