

## Updated General Data Protection Regulation Privacy Notice

### How we collect, use, and store your data

Upon making a booking for a concrete pump or concrete supply from R Pomphrett Ltd, we request and retain the following information: Company or individual name and address, contact numbers and emails, site address and invoice address details. These are input into our electronic booking/diary system 'AGG SMART.' All AGG SMART data is stored securely on the AGG SMART™ servers (managed by Microsoft Azure), and all data is password protected to our account. All communication with the AGG SMART server is secured by an SSL connection and all data is backed up offsite every night.

All invoices are processed and forwarded by email via AGG SMART – and statements (if an account customer) sent via our electronic cloud-based accounts package Xero by email (or by post if requested). Your company or individual name and address, contact numbers and emails, site address and invoice address details are stored in AGG SMART and Xero – Both of which are heavily password protected and only accessible by a small number of specialised R Pomphrett Ltd administration personnel in the reasonable course of their duties. Xero is also industry standard recognised and certified as compliant with ISO/IEC 27001:2022, the premier global information security management system (ISMS) standard.

Our card payments are processed within our secure office by only four members of the company and our PCI compliance reviewed every year via our Merchant Compliance Scheme. Our payments are processed via AGG SMART through the secure payment processing system Opayo (formerly Sagepay), which is an industry recognized Payment Service Provider ensuring all transactions are encrypted to the highest global standards. Card details are then held securely and confidentially via AGG SMART, using their encrypted system, which allows only the last four digits of the card to ever be seen. In line with your rights under GDPR, you can ask to have these card details removed and provide them again verbally with each booking.

We use internet banking to make/receive payments, and bank account information is stored within the Barclays banking system to which access is restricted to only two senior personnel. There are no card numbers or bank account information stored on the Xero accounting system or any other manual based systems within our company.

We do not pass on any information to third party companies or individuals, unless for the purpose of organizing a cross hire or arranging concrete supply, which will be agreed prior to any information being shared. This does not include any payment, bank account or card details. With the exception of payment, bank and card details, we retain general customer information in our password protected system and only use this for the following:

- Account system purposes
- To distribute relevant R Pomphrett Ltd information such as, updated price lists, change of company details, promotions, appropriate routine customer communications or industry regulations.

You have the right to request to see all information we have stored, and the right to request for any of your data to be removed.

R Pomphrett Ltd is a company registered in England under number 05870175. Our registered office is 47 Butt Road, Colchester CO3 3BZ. You can contact us by writing to us at 2 Haynes Green Road, Layer Marney, Colchester, Essex CO5 9UE, or by phoning 07714 766 099 if you have any queries.

Signed: 

Robert Pomphrett  
Company Director  
R Pomphrett Ltd