

Privacy Policy

Introduction

Downland Plant Hire ("we", "us", "our") is committed to protecting your privacy and ensuring your personal information is handled securely and transparently.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, enquire about our services, request a quotation, hire equipment, arrange deliveries or collections, or otherwise interact with our business.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

Who We Are

Downland Plant Hire

Worthing:
01903 891652

Horsham:
01403 780480

Email:
downlandplanthire@gmail.com

For the purposes of data protection legislation, Downland Plant Hire is the Data Controller responsible for your personal information.

Information We Collect

Name, company name, email address, telephone number, postal address, site address, delivery and collection addresses, billing information, details relating to plant hire enquiries and bookings, information submitted through contact forms, communications sent via email, telephone or social media, marketing preferences, website usage information, IP address and browser information.

How We Collect Information

We collect information when you complete an enquiry form, contact us, request a quotation, arrange equipment hire, organise delivery or collection services, subscribe to marketing communications or visit our website.

How We Use Your Information

We may use your information to respond to enquiries, provide quotations, arrange and manage plant hire services, organise deliveries and collections, maintain customer records, process invoices and payments, improve our services, meet legal obligations, prevent fraud and send marketing communications where permitted by law.

Lawful Basis For Processing

Performance of a contract, compliance with a legal obligation, legitimate business interests and consent where required.

Marketing Communications

Where you have given consent, we may send information regarding our plant hire services, special offers, promotions and company news. You may withdraw consent at any time.

Sharing Your Information

We do not sell personal information. We may share information with delivery and transport providers, payment service providers, professional advisers, website hosting providers, IT support providers and government or regulatory authorities where legally required.

Data Security

We take appropriate technical and organisational measures to safeguard personal information against unauthorised access, accidental loss, alteration, disclosure and misuse.

Data Retention

Customer records, hire agreements and associated documentation may be retained for up to 7 years.

Enquiry form submissions may be retained for up to 24 months.

Financial records may be retained for up to 7 years in accordance with HMRC requirements.

Your Rights

You have the right to request access, correction, deletion, restriction, objection and transfer of your personal information where applicable.

Cookies

Our website uses cookies and similar technologies to improve functionality, website performance and user experience. You can manage cookie preferences through your browser settings.

Data Protection Complaints Procedure

If you have concerns regarding how Downland Plant Hire has handled your personal information, you have the right to make a complaint directly to us.

Email:

downlandplanthire@gmail.com

Worthing:

01903 891652

Horsham:

01403 780480

Upon receiving a complaint, we will acknowledge receipt within 30 days, investigate without undue delay, request additional information where necessary, keep records of the complaint and actions taken, and inform you of the outcome as soon as reasonably possible.

Right To Escalate A Complaint

If you remain dissatisfied following our response, you have the right to raise your concerns with the Information Commissioner's Office (ICO).

ICO Website:

<https://ico.org.uk>

Telephone:

0303 123 1113

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Third Party Websites

Our website may contain links to external websites. We are not responsible for the privacy practices or content of third party websites and recommend reviewing their privacy policies separately.

Changes To This Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, regulatory guidance or business operations.

Any updated version will be published on our website and will take effect immediately upon publication.

Contact Us

If you have any questions regarding this Privacy Policy or how your personal information is handled, please contact:

Downland Plant Hire

Worthing:

01903 891652

Horsham:

01403 780480

Email:

downlandplanthire@gmail.com