

GDPR & Privacy Policy

1. Introduction

Beck & Scott LTD and Beck & Scott (Services) Ltd, is committed to protecting and respecting your privacy in accordance with the **UK GDPR** and the **Data Protection Act 2018**.

This policy explains how we collect, use, and protect your personal data when you use our services, visit our website (www.besceau.com), or contact us.

2. Who We Are

Data Controller:

Beck & Scott (Services) Ltd (trading as Besceau)

Email: info@besceau.com

Telephone: 02890734433

We are responsible for deciding how your personal data is used.

3. What Data We Collect

We may collect and process the following information:

a. Personal Information

- Name
- Address (delivery and billing)
- Email address
- Telephone number

b. Business Information

- Company name
- Job title

c. Transaction Data

- Orders and delivery details
- Payment and billing information

d. Technical Data

- IP address
 - Website usage data (via cookies)
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4. How We Collect Your Data

We collect data when you:

- Place an order or request a quote
 - Contact us via phone, email, or website
 - Sign up for a free trial or services
 - Use our website
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5. How We Use Your Data

We use your data to:

- Provide and manage our services (water delivery, cooler installation, servicing)
- Process orders and payments
- Communicate with you about your account or enquiries
- Improve our services and customer experience
- Meet legal and regulatory obligations

We will only use your data where we have a lawful basis, including:

- Contractual necessity
 - Legal obligation
 - Legitimate business interests
 - Consent (where applicable)
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6. Data Sharing

We do **not sell your personal data**.

We may share your data with:

- Delivery and logistics providers
- Payment processors
- IT and website service providers
- Regulatory authorities (if required by law)

All third parties are required to respect the security of your data.

7. Data Retention

We retain personal data only as long as necessary:

- For the duration of your account/service
- To meet legal, tax, or regulatory requirements

After this, your data will be securely deleted or anonymised.

8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Restrict or object to processing
- Data portability
- Withdraw consent at any time

To exercise your rights, contact: **info@besceau.com**

9. Data Security

We take appropriate security measures to protect your data, including:

- Secure IT systems
 - Restricted access to personal data
 - Staff training on data protection
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10. Cookies

Our website may use cookies to:

- Improve user experience
- Analyse website traffic

You can control cookies through your browser settings.

11. Complaints

If you are unhappy with how we handle your data, you can contact:

Information Commissioner's Office (ICO)

Website: <https://www.ico.org.uk>

We would appreciate the chance to resolve your concerns first.

12. Changes to This Policy

We may update this policy from time to time.

The latest version will always be available on our website.