

Handy Rubbish Privacy Policy



Company Number: 14314389

Trading Name: Handy Rubbish (AM ONE LONDON LTD)

Registered Office: Unit 19, 1–13 Adler Street, London, England, E1 1EG

Website: www.handyrubbish.co.uk

Date of Issue: 01 January 2025

Last Updated: 30 September 2025

Review Cycle: Reviewed annually, updated as required to ensure compliance

1. Introduction

Handy Rubbish (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal data. This policy explains how we collect, use, and safeguard your information when you use our website, services, or communicate with us.

By using our website or services, you agree to this Privacy Policy.

2. Information We Collect

We may collect the following types of information:

- **Identity & Contact Data:** name, address, email, phone number.
- **Service Data:** booking details, addresses for collections, waste types.
- **Payment Data:** payment method details (processed securely by our payment providers; we do not store card details).
- **Usage Data:** IP address, browser type, referral URLs, browsing patterns.
- **Cookies & Tracking:** see Section 6.

3. How We Use Your Data

We use your personal data to:

- Provide and manage waste clearance services.
- Communicate with you about bookings, quotes, and service updates.
- Issue invoices, receipts, and Waste Transfer Notes (WTNs).
- Improve our website, services, and customer support.
- Comply with legal obligations (environmental and financial record-keeping).
- Send marketing communications (only if you have consented).

4. Legal Bases for Processing

We process personal data under the following bases:

- **Contract:** to provide the services you book with us.
- **Legal Obligation:** to comply with environmental law (e.g. Duty of Care, WTNs).
- **Consent:** for optional marketing communications.
- **Legitimate Interest:** to improve our services and protect against fraud.

5. Data Sharing

We may share your data with:

- Subcontractors performing clearance services (only necessary details for the job).
- Payment processors (e.g. card providers, banks).
- Regulatory authorities (e.g. Environment Agency, councils, HMRC) if legally required.
- IT and marketing service providers under strict confidentiality agreements.

We never sell your personal data to third parties.

6. Cookies

We use cookies to improve your browsing experience.

Types of cookies we use:

1. Necessary cookies – required for core functions (bookings, logins).
 2. Preference cookies – store your settings (e.g. language, saved form details).
 3. Analytical cookies – help us understand how visitors use the site.
 4. Marketing cookies – used for tailored advertising (only with consent).
 5. Session cookies – temporary, deleted when you close your browser.
- You can manage cookie settings in your browser or via our cookie consent banner.

7. Data Retention

We retain your personal data only as long as necessary:

- Customer records: 6 years (for tax/legal purposes).
- WTNs: 2 years (legal requirement).
- Marketing data: until you withdraw consent.
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8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data.
- Request correction of inaccurate data.
- Request deletion of your data (subject to legal obligations).
- Restrict or object to processing.
- Data portability (receive a copy in machine-readable format).
- Withdraw consent at any time (for marketing).
- Lodge a complaint with the **ICO** (Information Commissioner's Office).
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9. Security

We use technical and organisational measures to protect your data, including encryption, secure servers, and restricted access.

10. Updates

We may update this Privacy Policy occasionally. Changes will be posted on our website with the updated review date.

Last Updated: 30/09/2025

Signed:

Position: Managing Director

Handy Rubbish is a trading name of **AM ONE LONDON LIMITED** (Reg. No. 14314397).
Registered Office: Unit 19, 1–13 Adler Street, London, E1 1EG.