

Pump House Auctions Limited – Privacy Policy

We take our responsibility for your privacy seriously!

Why do we collect your data?

We collect and retain your personal data in order that we can notify you about your transactions with us. We also use your contact details, so that we can contact you to let you know about any specific items that have been entered into the sale that may be of interest to you.

What data do we collect?

We only obtain and retain the data we require to advise you of the result of any items that you may have purchased from, or entered into, our auction. Our preferred method of making payments to our vendors is by bank transfer and for that reason wherever possible we collect these details from you and retain them on our computer system.

What is the legal basis for processing the data?

We do not process your data, except to enter it on to your personal record on our computerised database. We do not collect or retain any data that you have not provided, and all of this data is collected with your permission. The only data we may enter on to your record that you do not provide us with, is the data that is in the public domain, such as a post code, registered company number. Etc.

Will your data be shared with any third parties?

No data will ever be shared with anyone, except or unless we are legally obliged to do so. An example would be if the police, or HM Revenue and Customs issue a notice compelling us to provide them with the details.

How will the information be used?

We only use your personal information to enable us to contact you in connection with:

- items purchased at our auction
- items sold at our auction
- details of the sale results for your items
- items that may be of interest to you
- the result of valuations we have carried out for you

How do we store your data?

Your data is kept on our server, and is encrypted. We have a clear desk policy and at the end of each day all paperwork that may contain personal details is either kept in our locked safes or cupboards. Our building is secured and alarmed and any intrusions are automatically notified to the police.

How long will the data be stored for?

We will keep the data on our system until you ask us to remove it.

What rights does the data subject have?

The data subject has the right to ask us to remove all data from our system. However, we do reserve the right to make an administration charge if buyers/vendors ask for data to be removed after each sale, if they are frequent auction users.

How can the data subject raise a complaint?

We endeavour to ensure that all requests regarding your personal data are dealt with in a courteous and timely manner. If, however, you feel that this is not the case, we would welcome the opportunity to resolve the matter, and if you do have a complaint you should, in the first instance email our auction manager ecole@pumphouseauctions.co.uk If you feel that your complaint has not been resolved you should contact the Information Commissioners' Office either by visiting their website www.ico.org.uk or calling them on 0303 123 1113.