

Dial More Ltd Privacy Policy

Our contact details

Name: Dial More Ltd

Registered Address: 49 Birch Road, Radstock, Bath, BA3 3TP

Phone Number: 01618262361

E-mail: info@dialmoreltd.co.uk

The Type Of Personal Information We Collect

We currently collect and process the following information:

- Name
- Address
- Telephone Number
- Email Address

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- So that we can forward on accurate and up to date information to our clients in order for them to be able to best serve you with the products and services they are offering.

We also receive personal information indirectly, from the following sources in the following scenarios

- We make initial contact using data lists supplied by another company, the data comes from
 - LeadPortal <https://www.leadportalonline.com/>
 - ICO Registration ZA646926

We use the information that you have given/confirmed in order to pass on the relevant details to our clients. This is only done after you have provided consent for us to do so and your information will only be passed on to the companies we have named during the call.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is

Your consent

You can remove your consent at any time. You can do this by contacting info@dialmoreltd.co.uk

We have a legitimate interest

Tell people how you collect their personal information and where you collect the information from.

Tell people the reasons why you need to collect or hold their information. Include your lawful basis for doing this in this

We use Legitimate Interest as the Lawful basis for initial contact, using the data provided by our data suppliers. The data used is opt into 3rd party marketing and the data provided has been selected based on profiling in order to ensure we remove any data where the product or service will not be applicable. Therefore, we only contact people who may have a legitimate interest in the products/services being offered by our clients.

Our company is also included on the privacy policies of our data supplier.

How we store your personal information

Your information is securely stored on servers located in the UK as is the dialler system we use.

We keep the information mentioned above only for the amount of time necessary and no longer (any data held longer than 6mths will be deleted unless we are in ongoing conversations with the person. When we are asked to remove someone from our calling list, we will do so by the end of the next working day. The information is removed from the dialler system to ensure the telephone number is not called again, the telephone number is then added to our Do Not Call List (only the number is retained as it is non-identifiable) this is so we do not inadvertently bring in the consumer details again from our data supplier, any data held on our CRM (Customer Relationship Management) system is also permanently deleted and no information retained.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@dialmoreltd.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@dialmoreltd.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>