

GDPR Privacy & Data Protection Policy

Effective Date: 21 July 2026

Company: Thong

Trading Ltd T/A Central Vac

1. Introduction

Thong Trading Ltd T/A Central Vac is committed to protecting the privacy and personal information of our customers, suppliers, and business contacts. We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy explains what personal information we collect, why we collect it, how we use it, and the rights individuals have regarding their personal data.

2. Information We Collect

We only collect personal information that is necessary to provide our products and services.

The personal information we may collect includes:

- Name
- Postal address
- Email address
- Telephone number
- Purchase and invoice information

We do **not** store or process customers' credit or debit card details.

3. How We Collect Information

Personal information is collected when customers:

- Place an order through our website
- Contact us by email or telephone
- Request quotations or support
- Receive invoices for goods or services

4. Purpose of Processing

We process personal data for the following purposes:

- Processing and fulfilling customer orders
- Issuing invoices and maintaining accounting records
- Responding to customer enquiries and providing support
- Meeting our legal and tax obligations
- Maintaining accurate business records

We only use personal information for the purposes for which it was collected.

5. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract with the customer.
- Compliance with legal obligations, including accounting and tax requirements.
- Legitimate interests in operating and improving our business, provided these interests do not override individuals' rights and freedoms.

6. Storage and Security

Customer invoice records are securely stored within our Dropbox business storage.

We take appropriate technical and organisational measures to protect personal information from:

- Unauthorised access
- Loss
- Misuse
- Alteration
- Disclosure

Access to customer information is restricted to authorised personnel who require it for business purposes.

7. Data Retention

We retain personal information only for as long as necessary.

Invoice records are normally retained for **at least six years** to comply with UK tax and accounting legislation.

Once personal data is no longer required, it is securely deleted or destroyed.

8. Sharing Personal Information

We do not sell, rent, or trade personal information.

Personal information may be shared only where necessary with:

- Professional advisers (such as accountants)
- Government or regulatory authorities where required by law
- Trusted service providers who assist us in operating our business and who process personal data on our behalf under appropriate contractual safeguards

9. International Transfers

Where our cloud storage provider stores or transfers data outside the United Kingdom, appropriate safeguards are relied upon in accordance with UK GDPR requirements.

10. Individual Rights

Under UK GDPR, individuals have the right to:

- Request access to their personal data.
- Request correction of inaccurate information.
- Request deletion of personal data where applicable.
- Request restriction of processing.
- Object to certain processing activities.
- Request data portability where applicable.
- Withdraw consent where processing is based on consent.

Requests should be submitted using the contact details below.

11. Data Security Incidents

If a personal data breach occurs, we will investigate promptly and, where required by law, notify the Information Commissioner's Office (ICO) and affected individuals.

12. Contact

If you have any questions regarding this policy or wish to exercise your data protection rights, please contact:

Thong Trading Ltd T/A Central Vac

Email: info@centralvac.co.uk

Telephone: 01474 352264

Postal Address: 32 Harmer Street, Gravesend, Kent, DA12 2AX

13. Complaints

If you are unhappy with how we handle your personal information, you have the right to lodge a complaint with the UK Information Commissioner's Office (ICO).

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

14. Policy Review

This policy will be reviewed periodically and updated where necessary to reflect changes in legislation or our business practices.