

L&S Waste Management Ltd – Privacy Policy

Last updated: October 2025

L&S Waste Management Ltd (“L&S Waste”, “we”, “our”, “us”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect any personal information that you provide to us through our website **www.lswaste.co.uk**, over the phone, by email, or in person.

1. Who we are

L&S Waste Management Ltd

Unit D & E, Pegham Industrial Estate, Laveys Lane, Fareham, PO15 6SD

Company number: 03108334

Email: info@lswaste.co.uk

Telephone: 01329 840000

2. What information we collect

We may collect and process the following types of personal information:

- **Contact details:** your name, company name, address, email address, and telephone number
- **Account details:** login credentials if you create an online account
- **Payment details:** billing address and limited payment information (processed securely via third-party payment providers; we do not store full card details)
- **Order and service information:** details of products or services you have purchased (e.g. skip hire, concrete, aggregates, portable toilets)
- **Website usage data:** including IP address, browser type, device type, pages visited, and referral source (collected via cookies and analytics tools)
- **Marketing preferences:** information about how you prefer to receive marketing communications

3. How we use your information

We use your information to:

- Process and manage your orders and payments
- Deliver products and services to your site or premises
- Communicate with you about bookings, enquiries, or account management
- Improve our website, products, and customer service
- Send marketing communications (where you have opted in or where we have a legitimate business interest)
- Meet legal or regulatory obligations

4. Legal basis for processing

We rely on one or more of the following legal bases to process your data:

- **Contractual necessity** – to fulfil an order or provide a requested service
- **Legitimate interests** – for business operations such as marketing to existing customers, improving our services, and preventing fraud
- **Legal obligation** – to comply with laws and regulations
- **Consent** – where you have opted in to receive specific marketing communications

5. How we share your information

We do **not** sell your personal information to third parties.

However, we may share your data with trusted third parties who help us deliver our services, including:

- Payment processors and banking providers
- IT and website hosting providers
- Marketing and communications platforms (e.g. Brevo, Meta)
- Subcontractors or delivery partners involved in fulfilling your order
- Regulatory authorities or law enforcement if required by law

All third-party service providers are required to keep your information secure and only use it in accordance with our instructions.

6. How long we keep your information

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including for satisfying any legal, accounting, or reporting requirements.

Typically, we keep order and invoice information for **7 years** in line with HMRC obligations.

7. Marketing communications

We may send you information about our products and services that we think may be of interest to you.

You can opt out at any time by:

- Clicking the **unsubscribe** link in our emails
- Contacting us at info@lswaste.co.uk

We will never send you marketing communications without a lawful basis.

8. Your data protection rights

Under UK GDPR, you have the right to:

- Request access to the personal data we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal data (where legally permissible)
- Object to processing based on legitimate interests or direct marketing
- Request restriction of processing
- Request transfer of your data to another service provider (data portability)

To exercise any of these rights, please contact us at info@lswaste.co.uk.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

9. Cookies

Our website uses cookies to improve your experience and help us understand how visitors use our site.

Cookies may collect anonymous information such as your IP address, browser type, and browsing behaviour.

You can manage or delete cookies through your browser settings.

For more details, please see our [Cookie Policy](#) (link to be added once available).

10. Data security

We use appropriate technical and organisational measures to safeguard your data, including secure servers, encryption, access controls, and staff training.

While we take every reasonable step to protect your information, please note that no system is completely secure, and you share information at your own risk.

11. Links to other websites

Our website may contain links to other websites.

Once you leave our site, we are not responsible for the privacy practices of other websites and encourage you to read their privacy policies.

12. Changes to this policy

We may update this Privacy Policy from time to time.

Any updates will be posted on this page with a revised "Last updated" date.

13. Contact us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact:

Data Protection Officer

L&S Waste Management Ltd

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Tel: 01329 840000