

Data Protection Privacy (Processing) Notice

Privacy at a Glance

At DBD Distribution Ltd, we take your privacy seriously. We are committed to protecting your personal information and being clear about how we use it.

We collect and use personal data to:

- Provide our products and services.
- Manage recruitment and employment.
- Meet our legal and regulatory obligations.

We only use your information where necessary, keep it secure, and never sell your data.

This notice explains how we use personal data across:

- Recruitment (job applicants)
- Employment (current and former employees)
- Customers and service users

In some cases (for example when working with housebuilders), we act on behalf of another organisation. In those cases, their privacy notice will also apply.

Recruitment

When you apply to work with us, we may collect information such as your contact details, CV, employment history, references, and right to work documentation. In some roles, we may also process criminal conviction data or equality monitoring information where this is appropriate and lawful.

We use this information to assess your suitability for employment, communicate with you during the recruitment process, and conduct the necessary checks.

We rely on our legitimate interests in recruiting staff, our legal obligations (such as right to work checks), and, where appropriate, your consent.

We may receive your information directly from you, from recruitment agencies, or from referees.

We typically retain recruitment information for up to 6 months unless you agree to us keeping it for longer.

If you do not provide the required information, we may not be able to progress your application.

We may share your data with recruitment agencies, background check providers, and our IT systems providers.

Employment

If we employ you, we process your personal data to manage your employment, pay you, provide benefits, and meet our legal responsibilities.

This may include your contact details, payroll and tax information, employment records, performance data, absence and health information, and emergency contact details.

We use this information to:

- Manage your employment contract.
- Pay salaries and administer benefits.
- Meet obligations to organisations such as HMRC.
- Support training, wellbeing, and performance.
- Maintain health and safety.

We process this data because it is necessary for your employment contract, to meet legal obligations, and for our legitimate business interests. Where sensitive data is involved, we do so in line with employment law requirements.

We retain employment records in line with legal requirements, typically for 6 years after employment ends, and payroll data in accordance with HMRC rules.

If you do not provide necessary information, we may be unable to employ you or meet our legal obligations.

We may share your information with payroll providers, pension providers, HMRC, IT and HR system providers, and professional advisers.

Retail/Customers and Service Users

When you use our services, we may collect information such as your name, contact details, address, project or property details, and transaction history.

We use this information to deliver our services, manage accounts and contracts, process payments, provide customer support, and improve our business.

In some cases, we may also use:

- CCTV, dashcams, or site recordings for safety and security
- Call recordings for training and quality purposes.
- Website data (such as cookies and IP address) to improve user experience.

We process this data to fulfil our contract with you, meet legal obligations, and support our legitimate business interests. Where required, we will ask for your consent (for example, for certain marketing activities).

We may receive your information directly from you, from housebuilders or partners, from credit reference agencies, or from publicly available sources.

We typically retain customer and contract data for 6 years, with shorter retention periods for CCTV and recordings unless required for investigation.

We may share your information with subcontractors, suppliers, service providers, professional advisers, and finance or fraud prevention organisations.

Data Security

We take appropriate technical and organisational measures to protect your personal data from loss, misuse, or unauthorised access.

Any third parties who process data on our behalf are required to protect it in line with data protection laws.

Further details of our information control practices are available on request at dpo@dbd.co.uk.

International Transfers

We do not routinely transfer personal data outside the UK.

If we do, we ensure appropriate safeguards are in place to protect your information in accordance with UK data protection laws.

Data Breaches

We have procedures in place to detect, report, and respond to personal data breaches.

Where required, we will notify the Information Commissioner's Office within 72 hours and inform affected individuals where there is a high risk to their rights and freedoms.

Your Rights

Under UK GDPR, you have the right to:

- Access your personal data.
- Request correction of inaccurate information.
- Request deletion of your data in certain circumstances.
- Restrict or object to how your data is used.

- Request transfer of your data.
- Withdraw consent where this is relied upon.

To exercise your rights, please contact us. We will respond within one month.

Cookies

Our website uses cookies to improve functionality and understand how visitors use our site. For more information, please see our separate Cookie Policy.

Contact Us

DBD Distribution Ltd

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Hemel Hempstead
Hertfordshire
HP2 7GY

Telephone: 01442 205800

Email: info@dbd.co.uk

Data Protection Lead (People Director):

Email: dpo@dbd.co.uk

Complaints

If you have any concerns about how we use your data, please contact us first so we can try to resolve the issue.

You also have the right to complain to the Information Commissioner's Office:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Updates

We may update this notice from time to time. The latest version will always be available on our website. This document was last updated in **April 2026**.