



Privacy Policy

SAFE-door Industries Ltd Privacy Statement

SAFE-door Industries Ltd takes your privacy very seriously and has put in place a privacy policy. The SAFE-door Industries Ltd Privacy Policy governs the use of your data and ensures that they manage your personal data with appropriate care. This Privacy Statement is supplemental to the SAFE-door Industries Ltd Privacy Policy and sets out details of how, when and why your personal data is collected and processed by or on behalf of SAFE-door Industries Ltd.

This Privacy statement was last updated on 6th June 2018.

We may review this Privacy Statement from time to time and any changes will be notified to you by posting an updated version on our website and/or contacting you by email. Any changes will take effect 7 days after the date of our email or the date on which we post the modified terms on our website, whichever is the earlier. We recommend you regularly check for changes and review this Privacy Statement whenever you visit our website.

If you have any questions about how we collect, store and use your personal information, or if you have any other privacy-related questions, please contact us at policies@safe-door.co.uk.

How we collect your personal information

- 1 **We may collect the following information about you:**
 - Personal information you give to us, this is information about you that you give to us:
 - By entering information on our website;
 - When visiting us at our factory;
 - Via our mobile applications;
 - Via social media platforms;
 - When corresponding with us by phone, email or otherwise;
 - by taking surveys undertaken by us or on our behalf;
 - when participating in promotional events; and
 - when you open an account with us.

- 2 **We may collect the following information:**
 - Details of your visit to our website including, but not limited to, traffic data, location data and other communication data and the resources you access;
 - Technical information including anonymous data collected by the hosting server for statistical purposes, the Internet Protocol (IP) address used to connect your computer or device to the Internet browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - Any personal information you allow to be shared as part of your public profile or third party social network;
 - Information resulting from enquiries, quotations or sales whether by phone, email or person on location.

3 **The type of data we may hold relating to you are as follows:**

- Name;
- Company for whom you work;
- Address;
- Email address;
- Telephone number(s);
- Your signature;
- Technological data (IP address and cookies – for please see section below on how we use cookies)
- Biographical data – i.e. favourite football team, likes and dislikes;
- Credit rating and bank details;
- Credit limit and payment terms;
- Identification data being the information contained in a formal identification document or other unique reference relating to you;
- Sales information relating to the sale of products or services to you or their repair or return;
- Correspondence or other communications with you about our products, services or business;
- Some of the personal information we collect about you, or which you provide to us about you, may be “Special Category Personal Data”. Special Category data may include information about physical and mental health, sexual orientation, racial or ethnic origin, political opinions, philosophical belief, trade union membership and biometric data for identification purposes.

4 **We use the information we hold on you for the following purposes:**

- For account administration: including opening an account, verifying your identity, undertaking credit related searches, invoicing and managing credit limits and payments.
- For managing and performing our contract with you: including answering enquiries, providing quotations, dealing with plans and specifications, placing orders, delivering goods to you or your customers and dealing with any issues arising including warranty claims.
- For marketing: monitoring your transactions with us to enable us to provide you with the most relevant information to you and marketing to you unless you’ve told us not to.

5 **Legal basis – Our legitimate interests are:**

- To run, grow and develop our business;
- Marketing, market research and business development;
- To provide goods and services to our customers, make and receive payment;
- To process your account application and manage changes;
- Placing orders;
- Making deliveries to you;
- Managing payments;
- Managing warranty claims;
- Monitoring your account activity;
- Marketing to you;
- Sharing your information with other businesses;

- To verify the accuracy of information we hold about you and create a better understanding of you and
- Management of queries, complaints or claims.

6 **Personal information provided by you may be processed when it is necessary:**

- Enter into or perform a contract with you;
- Supply you with any products or services, or
- Where you are in discussions with us about a product or service.

7 **Types of processing:**

- Processing your account application and responding to queries from you;
- Placing orders;
- Making deliveries and
- Managing warranty claims.

Compliance with Legal Obligations

There may be occasions where we are legally obliged to share your information, which will normally be restricted to comply with a request from the government or law enforcement officials. These requests are normally to prevent illegal activity.

Where we rely on your consent as the legal basis for processing your personal information, you may withdraw your consent at any time by contacting us using the details at the end of this Privacy Statement.

We will share your personal data internally and with the other businesses. When you visit our website we will use cookies to identify visitor traffic and behaviour.

We will share your personal information to third parties in the following circumstances:

- Our suppliers, service providers and subcontractors, such as credit reference agencies, fraud prevention agencies, debt collectors and legal and other professional advisors;
- Companies who assist us with marketing, advertising and promotional activities and
- If we are to comply with legal obligations.

How long will we hold your personal data

- We will keep your personal data for no longer than necessary, for the purposes for which the personal information is processed. The length of time we retain this information will depend on the purposes for which we collect and use it, or as required to comply with applicable laws or to defend out legal rights.
- Further information regarding the retention of data can be found in our Data Retention Policy, which is available upon request.
- We may need to retain your personal information to bring or defend legal claims. For example, we will retain your personal information for 7 years in case of any investigation by tax authorities.

Rights

You have certain rights in relation to your personal information. There is normally no charge for exercising these rights. If you would like further information in relation to these rights, or would like to exercise any of them, please contact us by email at policies@safe-door.co.uk at any time. In relation to certain rights we may ask you for information to confirm your identity where applicable, to help us to search for your personal information. Except in rare cases we will respond to you within 30 days after we have received this information or, where not required, after we have received your request.

You may have the right to:

- **Access your personal information:** You have the right to ask for a copy of the information we hold about you by emailing us or writing to us. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold such information.
- **Correct, modify and update your personal data:** Accuracy of your information is important to us and we will make it as easy as possible for you to review and correct data we hold about you. In the meantime if you change your name or address/email address, or you discover any information we hold about you is incorrect or out of date, please let us know.
- **Erase your personal information or restrict its processing:** You may ask for your personal information to be removed from our database by emailing or writing to us. Unless there is a reason the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request.
- **You may withdraw your consent:** You may at any time withdraw your consent and unless we have another legal basis to process your personal data, we will cease any processing of your personal data following receipt of your notice of withdrawal of consent.
- **You may wish to object to our use of your personal information:** Where we rely on legitimate business interests as the legal basis for processing your personal information for any purpose at the time your data is collected, you may object to us using your personal information for any purpose by emailing or writing to us. Except for the purpose we are sure we can continue, we will temporarily stop processing your personal data in line with your objection until we have investigated the matter. If it is agreed that your objection is justified in accordance with your rights under data protection laws, we will permanently stop using your data for those purposes. Otherwise we will provide reasons why we must continue using your personal data.
- **If you are concerned about the way in which we use your personal information you have the right to complain to the UK data protection regulator being the Information Commissioners Office.**

As you may be aware the transmission of information via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of your information transmitted to our website and any transmissions is at your own risk. Once we have received your personal information, we put in place reasonable and appropriate controls to ensure that it remains secure against accidental or unlawful destruction, loss, alteration or unauthorised access.

Like others our website uses cookies. Cookies are small pieces of information sent to your device and stored on its hard drive to allow our site to recognise you when you visit.

Our website may contain links to other websites and apps run by other organisations. This Privacy Statement does not apply to those other websites and apps, so we encourage you to read their privacy policies. We cannot be responsible for the privacy policies and practices of other websites and apps even if you access them using any links we provide.

Marketing

We may contact you with marketing information by post, email, sms or by telephone or with targeted advertising delivered online through social media and platforms operated by other companies by using your personal information to tailor marketing to improve its relevance to you, unless you object.

From time to time we may ask you to refresh your marketing preferences by asking you to confirm you still wish to receive marketing information from us.

You have the right to opt-out of our use of your personal information to provide marketing to you in any of the ways mentioned above by contacting us.

Contact us:

Please direct any queries about this Privacy Statement or about the way we process your personal information to our Privacy Correspondent, Helen Taylor, using our contact details as follows: SAFE-door Industries Ltd, Townfoot Industrial Estate, Brampton, Cumbria, CA10 2AL. You may email us at policies@safe-door.co.uk.