

Reedman Services Privacy Policy 25.05.2018

We have updated our privacy policy in light of new data protection legislation coming into force on May 25th 2018. The GDPR replaces the EU directive and strengthens privacy protections in the EU and includes additional rights and responsibilities.

Our Privacy Policy applies to our website, our customer and supplier database and business transactions and our employee information.

Customers

We keep information on our customer database for the purpose of supplying our customer needs only. We do not share the information with any third party unless it is to comply with statutory regulations, or if the customer requires us to share contact details etc. for the purpose of warranty repair, servicing or demonstration etc. with the customers consent.

The personal information we keep is as supplied by the customer, supplier or is freely available by directory or on the internet.

Information kept by us

Trading name and Address

Telephone, fax numbers, email addresses

Contact Name and details

Trading History

Account Application Forms

Other information relevant to customer, for example quotes, site visitor rules etc.

What we do with the information we collect and why.

We require the information to understand your needs and provide you with a better service, for the following reasons.

Internal record keeping

To improve our products and services

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, managerial procedures and encryption to safeguard and secure the information we collect.

Controlling your personal information

You may choose to restrict the collection or use of your personal information. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with. You may request details of personal information which we hold about you under the Data Protection Act. A small fee will be payable only if this information is deemed excessive. If you would like a copy of the information held on you, please write to: Soo Green Reedman Services Ltd Units 4-7 Old Park Ingleby Lincoln LN1 2PQ

Who we share information with and how long we store information

We will only share your business details with legal entities if required to do so. We will keep your personal information only where it is necessary to provide you with our products or services whilst you are a customer. We may also keep your information after this period but only where required to meet our legal or regulatory obligations.

Disposal of Information

After the legal period of keeping records, hard copies of documents are securely shredded. Customer details on computer records are kept up to date and in the event of a customer ceasing trading with us the account is closed.

Website

We operate a website for product information and sales, we do not store personal information on the website and sales are operated through Worldpay, using their security.

We do not participate in interest based advertising with third party companies, and we do not use cookies to collect information.

We do Not use Social Media.

Right to request that your personal information be rectified

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. You can ensure we don't process your personal information by requesting us to block your information but still permit us to hold it. If you no longer wish to subscribe to our emails/website, you can unsubscribe at any time or contact us on: **01427 787810** or soo@reedmanservices.co.uk

Protection of Information

Security of your information is very important to us.

We have made every effort to ensure that the information we have is stored securely and is disposed of safely and efficiently.

In the event that any information under our control is compromised as a result of a breach of security, we will investigate the situation and where appropriate notify those concerned and take other steps in accordance with any applicable laws and regulations.

How to make a complaint

If you do not believe that we have handled your information as set out in a privacy policy, please contact us and we will do our utmost to correct it.