

## **Privacy policy**

Vulcanising South West gathers and processes your personal/ business information in accordance with this privacy notice and in compliance with the relevant data protection regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal/ business data.

### **Information that we collect**

Vulcanising South West processes your personal/ business information to meet our legal, statutory and contractual obligations to provide you with our services and products. We will never collect any unnecessary personal/ business data from you and do not process your information in any other way than already specified in this notice.

The personal/ business data that we collect may include but is not limited to:

- Name
- Place of work / company
- Email address
- Telephone number
- Mobile telephone number (if provided)

We collect information in the following way:

- Online contact forms

### **How we use your personal/ business data**

Vulcanising South West takes your privacy very seriously and will never disclose or share your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice.

Where you have consented to us providing you with information about our products and services, you are free to withdraw such consent at any time.

Purposes and reasons for processing your personal/ business data are detailed below:

- We collect your personal/ business data to enable us to provide you with information about our products and services regarding process and conveyor belting that may be of interest to you.

## **Your Rights**

You have the right to access any personal/ business information that Vulcanising South West processes about you and to request information about:

- What personal/ business data we hold about you
- The purposes of the processing
- The categories of personal/ business data concerned
- The recipients to whom the personal/ business data has/will be disclosed
- How long we intend to store your personal/ business data for

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible, unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal/ business data or to restrict processing in accordance with the data protection law, as well as to object to any direct marketing from Vulcanising South West.

If we receive a request for any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

## **Sharing and disclosing your personal/ business information**

We do not share or disclose any of your personal/ business information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

## **Consequences of not providing your data**

You are not obligated to provide your personal/ business information to Vulcanising South West, however, as this information is required for us to provide you with a service under legitimate interests, we will not be able to keep you informed of matters of interest within the process and conveyor belt industry.

## **How long we keep your data for**

Vulcanising South West only ever retains personal/ business information for as long as is necessary and we have a strict review and retention policy in place to meet these obligations.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and withdraw your consent.

**Logging a complaint**

Vulcanising South West processes your personal/ business information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal/ business data or are unsatisfied with how we have handled your information, you have the right to contact one of the team at Vulcanising South West who will deal with your concerns.