



Main Street, Garton on the Wolds, Driffield, YO25 3ET
Telephone: 01377 259140
E-mail: sales@agriweld.co.uk
VAT NO: 647 2293 25
Company Registration Number: 4712195

PRIVACY POLICY

Agriweld Ltd. is committed to protecting your personal data. This privacy policy will inform you as to how we use and look after your personal data when you interact with us online, via email and social networks, telephone, post or by face-to-face personal contact.

PURPOSE OF THIS PRIVACY POLICY

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

Our PRIVACY POLICY in line with GDPR legislation aims to give you information on how Agriweld Ltd. collects and processes your personal data, including any data you may have provided when and if you sign up to receive our newsletters, purchase a product or service from us, enter into any fundraising activity or survey or otherwise engage with us.

If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact our appointed privacy manager as below.

DATA WE COLLECT ABOUT YOU (our customer)

Agriweld follows strict security procedures in the way we store and disclosure personal information provided to us during customer enquiries and general business transactions in order to prevent unauthorised access. Personal information can include customer name, postal address, email address and telephone number. If you have provided us with your payment details, these are kept within our secure, online banking facility and Sage accounting package which are protected through a multi-layer of password security.

Your communications to Agriweld Ltd. may be retained and the information contained in it used to respond to the enquiry you have made.

BY TELEPHONE – When you call Agriweld Ltd our telephone system provided by BT (Featureline system handsets) stores your number for a short period of time automatically. We may also note your contact number in order for the correct department to return a call to you. We will only keep and store your details if we are required to provide further information or services to you. Otherwise they will be destroyed.



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BY EMAIL – When you email us we use Emsisoft anti-malware quarantine systems to protect and filter our email traffic and/or any attachments enclosed within. We monitor all emails and file attachments for viruses and malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

If you would like to view a copy of the Emsisoft Privacy Policy, please visit:
<https://www.emsisoft.com/en/company/privacy/>

When you send us an email, we will, if required, store/process your contact details to enable us to:

- Respond to your enquiry
- Raise an invoice for an order you have placed
- Arrange a collection or delivery
- Post information/brochures
- Arrange a service call/on site visit

We perform regular email audits and delete all sent emails periodically.

BY SOCIAL MEDIA - Our social media sites are managed in-house with IT support from a contracted IT services provider who works under our confidentiality agreement. We do not store any personal details unless you request information.

BY VISITING OUR WEBSITE – Our website provides our product and company information and allows you the contact details to request information from us. By contacting us using the details found on our website you are agreeing for us to respond to your enquiry and use your personal information to do so. We do not share your request for information with anyone other than for the purpose of your enquiry. Our website and email domain (agriweld.co.uk) is hosted by HostPapa which is an International business with offices in the UK and are required by law to abide by the GDPR regulations.

GOOGLE ANALYTICS – Collects first party cookies and uses the information to assess site traffic and number of visitors to particular pages on our website. This information is collected through the searchers IP address and is stored but does not contain any personal information about whom has viewed/visited our website.

You can apply for IP masking so that Google Analytics uses only a portion of an IP address collected rather than the entire IP address. In addition, customers can override IP's at will using Googles IP Override feature. For further information regarding Google Analytics, please visit:
https://support.google.com/analytics/answer/6004245?hl=en-gb&utm_id

AGRIWELD

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COOKIES – Cookies are used on our website to give you the optimal experience. Your Cookie settings can be changed within your own internet browser settings. Please note that if you decide to refuse the use of certain cookies, when you visit our website, certain functions and visuals may not be available. Cookies do not identify you personally, for example your name or address, and however, they do identify your computer/device's IP address.

Your personal data is not sold to anyone else. It is only shared with third parties who are facilitating deliveries or collections of Agriweld Ltd. equipment. The data is stored within secure locked systems, either electronically, manually backed up in the UK, or in secure paper files for the duration of our business relationship.

Please note: Agriweld Ltd. does not use "cloud" type back up facilities or software.

Please note: The personal data we share with third parties to facilitate the delivery/collection of supplies or goods only as part of a legal contract between Agriweld Ltd. and you (our customer) is then stored by them and is dependent on their privacy policy.

Information provided by Agriweld Ltd. in response to customer enquiries and quotations only (without entering a mutual contract to supply) are stored for a maximum of 6 months before being securely destroyed.

We may use the personal data you have provided to us for the following reasons;

- To fulfil the contract we are about to enter into or have entered into with you
- Where we need to comply with a legal or regulatory obligation
- To enable us to contact and trade with you effectively
- To arrange delivery/collection of a product or service
- To improve customer service
- To make our website easier for you to use
- To help us create and deliver information most relevant to you

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide the necessary data when requested, means that we may not be able to fulfil our contract with you. In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

NEWSLETTERS AND PROMOTIONS (Marketing)

We may use your identity, contact and transaction data to form a view on what we think may be of interest to you to help us decide which products, services and offers may be relevant for you and to keep you updated with our quarterly newsletters. We call this marketing.

You will only receive marketing communications from us if you have requested information from us in the past, purchased goods or services from us or if you provided us with your details when you entered a competition or registered for a promotion and, in each case, only if you have opted in to receiving that marketing.



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CHANGE OF PURPOSE

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

Please note that we will only process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

CHANGES/UPDATES TO OUR PRIVACY POLICY

If this privacy statement changes in any way, we will place an updated version on our CONTACT US webpage. If you do not agree with the changes we make, please do not continue to use the website. By regularly reviewing our Privacy Policy ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data only to those employees, and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

DATA RETENTION (How long will you use my personal data for?)

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

In some circumstances you can ask us to delete your data, please see request erasure below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for internal research or statistical purposes in which case we may use this information indefinitely without further notice to you.



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ACCESS TO YOUR PERSONAL INFORMATION

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

Agriweld Ltd. tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information about them by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will;

- Give you a description of it
- Tell you why we are holding it
- Tell you who it could be disclosed to
- Let you have a copy of the information in an intelligible form

To make a request for us to disclose what personal information we may hold, you will be required to put the request in writing addressing it to the address above.

With your agreement, we can deal with your request informally, for example by providing you with the specific information you need over the telephone or we can provide the information in writing. Please ensure that you direct any request to the privacy manager listed above.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

You have the right to ask us to correct any errors in the information that we hold by either contacting us directly or through the ICO.

You will not usually have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

TIME TO RESPOND

We try to respond to all legitimate 'subject access requests' within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.



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YOUR LEGAL RIGHTS

You have the right to:

Request **access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request **correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request **erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

Request **restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time.



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CONTACT INFORMATION

AGRIWELD LTD

Privacy Manager: Dawn Foster, Director

Email address: dawn@agriweld.co.uk

Postal address: Agriweld Ltd, Main Street, Garton on the Wolds, Driffield, YO25 3ET

Telephone: 01377 259140

COMPLAINTS

You have the right to make a formal complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, always appreciate the opportunity to deal with any concerns you may have in the first instance.