

CYCLONE VENTILATION LTD PRIVACY POLICY

Cyclone Ventilation Ltd, registered in the UK: 07437592, is fully committed to protecting your privacy and maintaining the security of any personal information received from you. We ensure that the provisions and obligations imposed by the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) and Data Protection Principles together with any subsequent re-enactment or amendment thereof in storing and processing personal data, are complied with at all times.

This Privacy Policy explains our data processing practices and the ways in which your personal data is used, as well as information about cookies. If you have any requests concerning your personal information or any queries with regard to our processing please contact us using the contact details on this website.

1.INTRODUCTION

This privacy note provides you with information and details of how Cyclone Ventilation Ltd collects and processes your personal data through your use of our site www.cycloneventilation.co.uk.

By providing us with your data you warrant to us that you are over 13 years of age, as this web site is not intended for children and we do not knowingly collect data relating to children, in accordance to Children's Online Privacy Protection Act (COPPA).

2.CONTROLLER

Cyclone Ventilation Ltd is the data controller responsible for your personal data (referred to as 'we', 'us', or 'our' in this privacy notice).

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at sales@cycloneventilation.co.uk.

3.CONTACT DETAILS

Our full details are:

Full name of legal entity: Cyclone Ventilation Ltd

Email address: sales@cycloneventilation.co.uk

Postal address: Unit 5, Ashfield Close, Whitehall Road Industrial Estate, Leeds. LS12 5JB

4.WHAT DATA DO WE COLLECT ABOUT YOU?

When you contact Cyclone Ventilation Ltd through our website for any reason we may require certain contact details from you, including without limitation, your name and email address and in some cases your postal address, the postal address of your place of work and telephone number. This policy is in relation to these contact details and to any other information, which Cyclone Ventilation Ltd subsequently collects from you ("the Information").

You may not be able to use some of the services offered on the website without providing the Information. If you provide Cyclone Ventilation Ltd with false Information, Cyclone Ventilation Ltd reserves the right to terminate your access to the website.

Our website can be accessed without giving away any personal data if you choose not to contact us.

5.USE OF INFORMATION

We will use your contact information to, facilitate a business relationship between you and Cyclone Ventilation Ltd and provide and personalise our service to you. Where we collect personal data, we store this securely in both hard copy and electronic copy. This data may be used to compile reports and statistics that comply with contractual requirements and for general administration purposes. We may use your information to send without limitation you information about our products or services which we think may be of interest to you by post, email, telephone or fax for these purposes. We will never pass your personal data to any unrelated third parties, except for any successors in title to our business and suppliers that process data on our behalf.

6.CAN WE CONTACT YOU IN THE FUTURE?

We would like to send you information about our new products and services. We may do this by post, telephone, email or SMS, unless you have told us that you do not wish to be contacted in this way.

7.DISCLOSURE OF PERSONAL DATA

Third parties will host and develop the Website on behalf of Cyclone Ventilation Ltd and will therefore have access to the Information. Such access will however be strictly controlled under a written contract between Cyclone Ventilation Ltd and the relevant third party and the third party will not be authorised to in any way to use the Information for any purpose other than carrying out their contractual obligations to Cyclone Ventilation Ltd. For the avoidance of doubt, the third parties will not be authorised to use the Information for any type of marketing for their own purposes.

Additionally we may have to share your personal data with the parties set out below:

- Suppliers and manufacturers who provide goods and services to us or we to them
- Professional advisers including lawyers, accountants, insurers and bankers
- Government bodies that require us to report processing activities
- Specific parties such as Sagepay (for processing of payments) & Experian (for the purpose of credit checking)

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

Other than as detailed above, Cyclone Ventilation Ltd will not disclose the Information to any third party for any purpose without your consent unless there is an emergency situation which requires it, or Cyclone Ventilation Ltd is required to do so by operation of law.

8.OTHER WEBSITES

Our web site may contain links to other web sites, such as social media platforms, which are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

Cyclone Ventilation Ltd cannot be responsible for the privacy policies and practices of other websites even if accessed using links from the website and it is recommended that you check the privacy policy of each site you visit.

9.USE OF COOKIES

This website uses cookies to better the users experience while visiting the website. Cookies are small text files that are stored by your browser on your computer's hard drive allowing websites to recognise one user from another. They do lots of different jobs like letting you navigate between pages efficiently, storing preferences and generally improving your experience of a website.

We use Google Analytics to gather anonymous information about visitors to our website. We can then measure how users interact with the content and record information about the page a user has seen. Google Analytics use cookies to store and remember these details. They cannot be used to reveal the users identity.

10.WHAT TO DO IF YOU DON'T WANT COOKIES TO BE SET

Some people find the idea of a website storing information on their device a bit intrusive. Although this is generally quite harmless, you may not, for example, want to see advertising that has been targeted to your interests. If you prefer, it is possible to block some or all cookies, or even to delete cookies that have already been set; but you need to be aware that you might lose some functions of the website. You can remove cookies by going into your browsers control panel/preferences.

11.DATA SECURITY

We ensure there are appropriate technical controls in place to protect your personal data and that all information will be kept as confidential and secure as possible. Cyclone Ventilation Ltd will follow strict security procedures in the storage, disclosure, retention and deletion of information in line with the Data Protection Act of 1998 and the General Data Protection Regulations.

We allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

12.DATA RETENTION

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.

Generally we keep any data in relation to an order you place with us for six years (for taxation and accounting purposes) and we will keep marketing information for as long as you continue to wish to receive marketing from us. If you have withdrawn consent to marketing we may keep your details in order to ensure that no further marketing information is sent to you.

13.YOUR LEGAL RIGHTS

Under data protection laws you have the rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of and to withdraw consent.

If you wish to exercise any of these rights, please contact us at sales@cycloneventilation.co.uk.

14.CHANGES TO OUR POLICY

We keep our privacy policy under regular review and we will place any updates on this on our website. This privacy policy was last updated on 25th May 2018.