



Energy Chemical & Equipment Company

Energy Manor, Crew Lane,

Southwell, NG25 0TX

Telephone: 01636 816600 Fax: 01636 816602

Email: sales@energypumps.co.uk

PRIVACY POLICY

'We' Energy Chemical and Equipment Company, are committed to protecting your privacy and take the protection of any personal information shared with us seriously. This policy sets out how we will treat your personal information.

Information that we collect

We may collect, store and use personal information that you provide us for the purpose of an enquiry or quotation or order (including your name, organisation where you work, postal address, job title, email address and phone number). All personal data, whether it is held on paper, on computer or other media, will be subject to the appropriate legal safeguard as specified in the GDPR which is applicable to all European organisations as of 25th May 2018.

How we use information that we collect

We may use the information you provide:

- To process your order, quotation, invoice or other request or to manage your account
- To contact you to ask for your feedback/views on our products and services
- To tell you about important changes
- To help us to keep accurate records
- To keep you informed about the products and services that we offer

We only keep your information for a limited period so that we can respond to your query, provide you with the information you need or send you updates on our products and services for as long as you tell us you are happy for us to do so. We will keep your information for a maximum of 7 years, after the end of our relationship – unless the law requires otherwise.

Communications and Keeping informed

If you have consented to allow us to use your information, we may use the information we collect to let you know about our other products and services that you may be interested in. We may contact you at any time using your company email address or telephone number. You can opt out from these communications at any time by e-mail sales@energypumps.co.uk

Disclosures

We may disclose relevant information about you to suppliers in order to provide products or services to you on our behalf. We will only provide those companies with the information they need to deliver the service we have asked them to provide, and they must not use the information for any other purpose.

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VAT Number GB 309538839

In addition, we may disclose your personal information:

- (a) To the extent that we are required to do so by law;
- (b) In connection with any legal proceedings or prospective legal proceedings;
- (c) In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);

Except as provided in this privacy policy, we will not provide your information to third parties.

How we store information that we collect

We use an internal secure system to store data collected. Access is strictly controlled through individual usernames and complex passwords, which are selected by the individual. These credentials are not shared. Those authorised to use the database only have access to their specific area of use within the database. This is controlled by the system administrators, who are the only people who can access and set the security parameters. All access on the database is logged and can be viewed by the system administrations.

Policy Amendments

We regularly review our privacy policy and if we make any changes to it we will post those changes on this page so that you are always aware of what information we collect and how we use it. If you have any questions or comments about our privacy policy, please contact us using the details at the bottom of this page.

Your rights

You may ask us for details of the personal information that we hold about you. Any person who wishes to exercise this right should make the request by e-mail sales@energypumps.co.uk using standard letter which is available on line from <https://ico.org.uk/for-the-public/personal-information>.

We want to make sure that your personal information is accurate and up to date. If you think any information we hold about you is incorrect or incomplete, please email us at sales@energypumps.co.uk or write to us at the address below so we can update our records.

We aim to comply with requests for access to personal information as quickly as possible, but will ensure that it is provided within 28 days of receipt of a completed form unless there is a good reason for delay. In such cases, the reason for delay will be explained in writing to the individual making the request.

Change log

18.05.18 – Privacy Policy updated to reflect GDPR requirements.