

Ralco Tubings Ltd | Privacy Policy

1. Who we are

Ralco Tubings Ltd, 14-15 Fishers Industrial Estate, Wiggenhall Road, Watford, Hertfordshire, WD18 0FN

Tel: 01923 212777

Website: www.ralcohose.co.uk

VAT: GB 495 5003 38

Co Reg: 1078991

As part of our daily business duties we respect and value the privacy of everyone who shares data with us and understand that your privacy is important to you. We respect and give you choices when processing your personal data. We also value your right to control that information.

2. Personal Data

Means any and all data that relates to an identifiable person who can be directly or indirectly be identified from that data. In this case it means personal data that you give to us as part of daily business duties, with the definitions provided in the EU Regulation 2016/679, the General Data Protection Regulation "GDPR".

3. What Data Do We Collect and How We Use it

As part of our daily business duties we only use data given to us by you via phone, fax, email or other forms of written or verbal communication.

This data is collected as part of our legitimate daily business activities with customers, suppliers and business partners these will include:

- Company Names
- Employee Names
- Business Addresses
- Email Addresses
- Phone Numbers including mobiles
- Fax Numbers

We will also collect additional information from customers and suppliers who apply for and / or obtain credit accounts and banking details these include:

- Bank Account and Payment Details, including credit cards for one time use only.
- Your credit history and financial information either via credit searches or provided as part of your application. Whenever your account is used we will collect transactional information.

Regarding the goods sold or purchased, payment method, date and time of purchase.

Ralco Tubings Ltd will process your data so that we can provide you with goods and services, as part of our daily duties these will include:

- Managing and Maintaining Your Account
- Any process required to provide you with goods and services, for example purchase and sales orders, invoicing, crediting, payments and quoting
- Delivery of goods to the addresses provided to Ralco Tubings Ltd
- Considering an application for credit
- Communicating with you about your account, including notification of any changes, price increases and payment
- Analysing of customer ordering patterns and transaction history
- Sending out information new products, offers and survey's

4. Disclosures

Ralco Tubings Ltd may on occasion share data with third parties as part of our legitimate daily business activities to supply products and services to you on our behalf. In some cases the third parties may require access to some of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data is handled safely, securely and in accordance with your rights, our obligations, obligations of such third parties under the law.

There are certain circumstances where the law allows the Company to disclose data held by us without the data subject's consent. For example: legal proceedings where we are complying with legal requirements, a court order or a government authority.

Ralco Tubings Ltd regards the lawful and correct treatment of personal information as very important to a successful working relationship, and to maintaining the confidence of those with whom we deal with.

5. Data Protection and Storage

Ralco Tubings Ltd store data on secure encrypted servers, with cloud encrypted back-ups taken remotely. Any printed documentation is kept securely within our premises.

Your data will only be accessed by approved members of staff in order to conduct legitimate daily duties.

Procedures in place currently include:

- Antivirus & Anti-Ransomware Software (Endpoint Protection)
- Firewalls
- Use of strong Passwords
- 2-Step Password Verification
- Ensuring our Systems are up to date

Information will only be stored for as long as it is needed or required for the purposes of our current business relationship and will be disposed of appropriately and securely.

6. Data Retention

Information will be retained on file for any future business activities. We will only hold a minimum amount of data and when the data is no longer required it will be destroyed securely.

We will safeguard your rights in line with GDPR at all times.

7. Accessing Your Data

You have the right to ask for a copy of any of your personal data held by us. Under the GDPR this information will be provided complete and free of charge. Please note you can withdraw your consent the above uses of your data at any time.

Should you wish to opt out, please inform us in writing by email or post.

8. Contact

If you have any questions about this Privacy Policy, please contact us by email at mark.odell@ralco-tubings.co.uk or by post at the above addresses.