



Incorporating



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www.h-v-c.com

HVC Supplies (Stourbridge) Ltd

Jason House

91 - 95 King William Street

Stourbridge

West Midlands

DY8 4EY

United Kingdom

Data Protection, privacy at work (GDPR) policy.
QM 7.0 Appendix 23

Appendix 1. Web Site Privacy and Cookie Statement

Privacy policy

HVC Supplies (Stourbridge) Ltd is a data controller.

This privacy statement sets out how HVC Supplies (Stourbridge) Ltd (hereinafter referred to as HVC) complies with European Union data protection requirements. This applies to the entire website.

HVC is committed to respecting your privacy. We have structured our website so that, in general, you can visit without identifying yourself or revealing any personal information. Once you choose to provide us with any information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

Accuracy, Use and Feedback

We are committed to respecting the privacy of users entering this site and we recognise the importance of the responsible use of information collected on this site. We will do our best to maintain the accuracy of the personal information you supply to us.

We will not sell or rent your personally identifiable information to anyone. On our website we may provide space for your comments and/or provide a short survey for you to complete. This is used only to help us refine the content and relevance of our website. It is not re-used or re-applied for any other purpose.

Your Legal Rights

You have a 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 provided 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. You also have the right to ask us to remove or delete your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. 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. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your 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.

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Registered office:

As above

Registered in England and Wales: 1075200



Assessed to ISO 9001
Cert/Ref No. 1186



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Request the transfer of your personal data to you or a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

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 you withdraw your consent.

Personal data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different data about you which we have grouped together as follows:

Identity data includes first name, last name, username or similar identifier, title, date of birth and gender.

Contact data includes billing address, delivery address, email address and telephone numbers.

Financial data includes bank account and payment card details.

Transaction data includes details about payments to and from you and other details of products and services you have purchased from us.

Technical data includes internet protocol (IP) address, your login data, browser type and version, time zone settings and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

Profile data includes your username and password, purchases or orders made by you, your preferences, feedback and survey responses.

Usage data includes information about how you use our website, products and services.

Marketing and Communications data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your usage data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect aggregated data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any **Special Category of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about your criminal convictions and offences.

Data Retention

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

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purpose for which we process your personal data and whether we can achieve those purposes through other means and the applicable legal requirements.





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Cookies

We may track your visit to our site through the use of cookies. Cookies are pieces of information sent to your browser on a web server and stored on your computer's hard drive for record keeping purposes. Cookies cannot be used to obtain other information from your hard disk. We use Cookies to make visiting our site easier. Cookies allow us to, where applicable, to save passwords for you so that you will not have to re-enter them the next time you visit. The Cookie is used to collect statistical information and cannot be used to identify individuals.

Most browsers are initially set up to accept Cookies. If you prefer you can reset your browser either to notify you when you have received a Cookie or to refuse to accept Cookies.

It is important to note that if you choose not to accept Cookies, or you set your browser not to accept Cookies, you may not be able to use certain features on our site.

Third Party Websites

As a convenience to HVC customers, the HVC Website may include links to other non-HVC websites; these are independent of our site and our privacy policy does not apply on these sites.

Contact Information

If you wish to know more about our Privacy and Cookie Policy please contact:

Jacob Nicklin (Director)

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