

# Privacy Policy

**Effective Date: 25/05/18**

This dual company privacy policy sets out how 'County Lifting Equipment (Holdings) Ltd' and 'County Lifting Services Ltd', referred to as 'The Companies' for the purpose of this Policy, uses and secures any information that has been provided to 'the companies by the visitor to our website.

'The Companies' may update this policy from time to time to reflect changes in law or our privacy practices if so this will be communicated through our web site. Please familiarise yourselves with the contents of our Policy to ensure that you are happy with our procedures.

'The Companies' are committed to ensuring that your privacy is protected. Should we ask you to provide any information by which you can be identified when using this website then you can be assured that it will only be used in accordance with this policy.

## **What personal information do we require.**

'The Companies' are unable to provide you with our products and services if you do not provide certain information to them when you request a quotation and later become one of our customers. Or when you provide us with a credit account and become one of our suppliers. Typical information requested might be:-

1. Company Details,
2. Full name and job title,
3. Contact information (phone numbers, email, address etc.),
4. Insurance Certification,
5. Financial Data (bank and payment details),
6. Transaction Data (order, delivery, payment, etc.)
7. Competence Certification,
8. Accident and enforcement records,
9. Risk assessments and Method Statements,
10. Previous Experience to undertake the nature of work,
11. Certification of membership to professional bodies/organisations,

## **What we do with the information that we accrue.**

Your information is stored on password protected computers and they are backed up by a secure backup which is taken off site during closing hours. We have policies and technical measures in place to protect all personal data and are constantly updating these. Your information is not sold or passed onto any third parties. We require this information to understand your needs and to provide you with a better service, in particular for the following reasons:

1. Legal Obligations.
2. Internal record keeping.
3. We may use the information to improve our service.
4. We may periodically send out emails about new products or other information which we think you may find interesting using the email address which you have provided.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online, we do not store credit card details nor do we share financial details with any third parties. We will notify the Data Protection Authority within 72 hours of discovery of a data breach, and our customers without undue delay where there exists a high risk to their rights and freedoms.

## **Use of Cookies**

Cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

## **How Long will we keep your personal information**

Personal information held by 'The Companies' is retained for as long as it is necessary to comply with legal obligations. Where your personal information is processed with your consent such personal information is retained until you revoke the consent for such processing, or until the time limit dictated by law is reached.

## **How you can control your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at: [info@countylifting.com](mailto:info@countylifting.com)

You may request details of personal information which we hold currently about you under the Data Protection Act 1998. If you would like a copy of your information held on our system please write to:

County Lifting Services Ltd  
Telford House,  
TelfordWay Ind Est,  
Kettering,  
Northants,  
NN16 8UT

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.