

Grange Tubes Privacy Policy

- We take data protection very seriously, therefore if you are visiting our website, a potential or existing customer or a supplier we urge you to read the following information very carefully
- We keep to a minimum the information we hold about you.
- We use your data to provide our services to you, respond to your enquiries, manage our relationship with you, meet our legal obligations, and improve our website.
- You have privacy rights
- We are happy to talk you about how we process and protect your data, please contact us at info@grange-tubes.co.uk

Who are we?

Grange Tubes are a 'data controller' for the purposes of the Data Protection Act 1998, (i.e. we are responsible for, and control the processing of, your personal information)

Technical data

Our website uses cookies to collect information about our site and how it's being used such as which pages are being viewed, the number of people accessing the website and what type of devices are being used to access the website (e.g. mobile phone, computers). This information allows us to maximise user experience of the site.

No personal data (such as your IP address) is collected.

Unless you have adjusted your web browser settings (if and where possible) to refuse cookies, our system will issue cookies as soon as you visit our website.

The cookies collected when you visit our site are used to help you navigate it, improving your experience.

Technical and operational security

We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place including:

- Privacy training for all employees who handle personal data.
- Saving, storing and communicating personal data only within or using authorised Grange Tubes information and communication systems.
- Using password-protected and encrypted software for the transmission and receipt of e-mails.
- Ensuring that information containing personal data is disposed of securely and permanently, using confidential waste disposal or shredding where necessary.

Using your information

If we contact you using details provided to us for marketing purposes (which we may do if we think you will be interested in the goods and services we provide), we will always abide by the PECR (The Privacy and Electronic Communications Regulations).

Your Rights

As a potential or existing customer, or an existing or past supplier, you have rights in respect of our processing of your personal data. The relevant rights are:

- Request a copy of your personal data and information about our processing of it.
- Request that we delete information on you if we do not need to hold it.
- Request that we correct any personal data that we hold on you.
- Request that we stop processing your data, for example for marketing purposes.
- Request that we move your data to another organisation's IT system electronically.

If you want to exercise any of these rights, please contact us info@grange-tubes.co.uk

You also have the right to lodge a complaint about our processing with a supervisory authority – in the UK that is the ICO: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

Third parties

We do have a small number of companies providing services to us. These are our processors, and in line with our obligations, we have confirmed that they all adhere to the GDPR.

Retention periods

We will hold any personal data for as long as we consider it to be necessary and your credit check information will be held for up to two years after credit checks have taken place.

Potential customer Privacy Notice

We hold the following information about you for the length of time we think you may be interested in our goods and services or until you ask us to remove it:

- Contact information

Existing or previous customer Privacy Notice

We hold the following information about you for the length of time we consider you to be an existing customer or may be likely to re-order from us in the future:

- Contact information
- Information regarding your corporate credit status
- Payment information
- Details of previous purchases and enquiries

Your contact information will be used to contact you in order to fulfil our contract with you and to develop any orders for you in the future. We need to use your details to enter into and perform contracts with you, as well as keeping track of what we have agreed. We use your details to occasionally contact you to inform you of any changes to our existing products. We also use your contact details to process customer service requests. This is a legitimate thing for businesses to do.

Transfers of your data

When processing orders your contact information may be transferred to our carrier.

If you give us someone else's personal data

Sometimes, you might provide us with another person's personal data – e.g. details of a colleague. In such cases, we require you to inform the individual what personal data of theirs you are giving to us.

You must also give them our contact details and let them know that they should contact us if they have any queries about how we will use their personal data.

Existing or previous supplier Privacy Notice

We hold the following data on you, for as long as we have a purchasing relationship with you, unless we are required by law to hold it for longer, e.g. litigation.

- Contact details
- Bank details

Transfers of your data

Your bank details will be transferred to the bank to fulfil our contract with you/make payment.

Managing our relationship with you

We will use your data to manage our relationship with you, to enquire about/buy products and services from you, and to pay you.

We need to use your details to enter into and perform contracts with you, as well as keeping track of what we have agreed. This is a legitimate thing for businesses to do.