

X-Right Engineering Ltd

Privacy Notice May 2018

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, including:

Consent.

In specific situations, we can collect and process your data with your consent. For example, when you request product information, goods or services.

When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

Contractual obligations.

In certain circumstances, we need your personal data to comply with our contractual obligations.

For example, if you order goods or services we'll collect your name and address details to deliver your purchase, and pass them to our courier or engineer.

Here's how we'll use your personal data and why.

To process any orders that you make.

For example, your details may need to be passed to a third party to supply or deliver the product or service that you ordered, we may keep your details for a reasonable period afterwards in order to fulfil any contractual obligations such as refunds, guarantees and so on.

To send you relevant, personalised communications by post in relation to updates, offers, services and products. We'll do this on the basis of our legitimate business interest.

To send you communications required by law or which are necessary to inform you about our changes to the services we provide you. For example, updates to this Privacy Notice, product recall notices, and legally required information relating to your orders. These service messages will not include any promotional content and do not require prior consent when sent by email or text message. If we do not use your personal data for these purposes, we would be unable to comply with our legal obligations.

Of course, you are free to opt out of hearing from us by any method at any time.

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How we protect your personal data

We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

We use secure cloud based accounting and data storage.

Hard copies of data are stored in a secure storage for which there are limited key holders.

We do not share your data with any third parties for marketing or any other purpose unless it is necessary to carry out the work that you have contracted us to do.

You have the right to request:

Access to the personal data we hold about you, free of charge in most cases.

The correction of your personal data when incorrect, out of date or incomplete.

That we stop using your personal data for direct marketing (either through specific channels, or all channels).

That we stop any consent-based processing of your personal data after you withdraw that consent.

You can contact us to request to exercise these rights at any time.

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling **0303 123 1113**.

Or go online to www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites)

Please confirm acceptance of our Privacy Notice by clicking the link below

[Privacy Notice Agreement](#)