



M&J Bowers Ltd

Brympton Way, Lynx west Trading Estate, Yeovil, BA20 2HP

Tel: 01935 840308 Fax: 01935 841544 Email: enquiries@mjbowers.co.uk

Company Registration Number: 05872731

VAT Registration Number: 185473729

Privacy Policy

This Privacy policy sets out how M&J Bowers Ltd (Company Registration Number: 05872731, whose registered office is Verulam House, 1 Cropmead, Crewkerne, Somerset, TA18 7HQ.) will use and protect any and all the information that you give to M&J Bowers Ltd when you contact us via Telephone, Email, Fax, Website and/or Appointment.

M&J Bowers Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide information by which you can be identified as an individual person, you can be assured we will only use the information in accordance with this privacy policy.

M&J Bowers Ltd may change this policy from time to time by updating this standard record form (SFR) if it's deemed necessary at any point. Please check this document from time to time to ensure that you are aware of any changes. This policy is effective from 21/05/2018 and is compliant with the General Data Protection Regulations (GDPR) guidelines.

Who is protected by GDPR?

Any EU citizen. Anyone who is registered as living in or possessing a passport of an EU country. It doesn't matter where in the world you are based; if your contacts, leads, customers and so on are EU citizens then GDPR applies to you.

Individuals whose data personally identifies them. Any data that is identifiable to an individual, for example BenBrown@mjbowers.co.uk.

Right to make a complaint. You have the right to make a complaint at any time to the Information Commissioners Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

Controller.

M&J Bowers Ltd is the controller and is responsible for your personal data (collectively referred to as "we", "us" or "our" in this policy). As a company with

have appointed a compliance manager you oversees and governs this policy, among others. If have any question or requests regarding this policy, please use the contact information above.

How we collect or obtain personal information.

- When you provide it to us (e.g. by contacting us or placing an order via Website, Email, Telephone, Fax or Appointment/direct interaction.
- Google analytics tracking cookies
- PHP session cookies
- From use of our website and using cookies.
- From third parties or publicly available sources.

Information we may gather.

We may collect the following data about you:

- Name and job title.
- Contact information including Email address, Fax and Phone numbers.
- Demographic information such as Address and Postcode.
- Financial and transactional information.
- Technical data, such internet protocol (IP) address.
- Profile and usage data, of your account and use of website.
- Marketing and communications data, your preferences and feedback.
- Other information relevant for us to perform the service and customer service standards to the data subject.

As a data controller we do not collect any special categories of personal data about you:

- Race or ethnicity.
- Religious or philosophical beliefs.
- Sex life/sexual orientation.
- Political opinions.
- Health, genetic and biometric data.

What we do with the information we gather.

We require this information to provide you with the goods and services you request from us and only for legitimate business reasons for us, as well as for the following reasons:

- Internal record keeping.
- Quotations.
- Order acknowledgments.
- Contracts/Service Level agreements (SLA).
- Booking of collections/deliveries.
- Accounting – Invoicing, statements, Remittances.
- Customer Surveys and related marketing materials.
- Security.

If you fail to provide personal data.

Where we need to collect data by law, or under the terms of a contract/SLA we have with you and you fail /refuse to provide that data when requested, we may not be able to perform/carry out that said contract/SLA. In that case the contract/SLA may have to be cancelled.

How we secure personal data.

As a company we are committed to ensuring that your data is secure. In order to prevent unauthorised access or disclosure, we have in place suitable physical, electronic (cyber essentials) and managerial/Internal procedures to safeguard and secure the data we collect and hold. In addition we limit access to your data to employees and parties that have a legitimate business need to know. They will only process your data on our instruction after and due diligence and are subject to duty of confidentiality.

We have put in place procedures to deal with any suspected data breaches and will notify you and any applicable regulator of a breach.

How long we retain data.

For no longer than necessary, taking into account any legal obligations we have (e.g. accounting and tax) and other legal basis we have for using your personal data, e.g. your consent, performance of a contract/SLA with you or our legitimate interests as a business.

Transfers of personal data outside the EU.

We may transfer your personal information outside the EU, where we do so, we will ensure appropriate safeguards are in place and GDPR compliance.

Disclosure of personal data to third parties.

Only the extent necessary to run our business, fulfil any contract/SLAs we enter into with you, where required to by law or enforce our legal rights.

- Service providers acting as processors based in and out of Europe who provide IT and system administration.
- Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based in the UK who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the UK who require reporting of processing activities in certain circumstances.
- Payment Providers based in Europe who provide payment facilities and associated services.

We will not sell your personal information to third parties unless we have your permission. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

GDPR – Individuals' rights.

Right to be informed

Data subjects have the right to be informed about why their data is being collected and how it's being used.

Right of Access

Data Subject can request for the personal (commonly known as "data subject access request") or additional data you have on them. Their copy of the data must be clear and understandable to them.

Right to Correction

Any data that is inaccurate must be corrected. Data that is outdated or changes at any point must be regularly updated.

Right to Erasure

This is the "right to be forgotten". The data subject has the rights on request for their data to be remove/deleted that you hold on them.

Object to Processing

You have the right to object where we are processing your personal data that you believe it impacts on your fundamental rights and freedoms.

How we use cookies.

A PHP session cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your requirements, likes and dislikes by gathering and remembering information about your preferences.

Cookies help us provide a better website, by enabling us to monitor our website performance. A cookie does not allow access to your computer or any information about you, other than the data you choose to share with us. You can choose or accept our privacy policy.

Third party links.

Our website include/ may include third party links, plug-ins and applications. Clicking on them may allow third parties to collect or share data about you. We do not control third these third party websites and are not responsible for their privacy policy/notice.

Controlling your personal information.

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

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.

- 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 enquiries@mjbowers.co.uk.

You may request details of personal data which we hold about you under the General Data Protection Regulations. If you would like a copy of the information held on you please write to M&J Bowers Ltd, Brympton Way, Lynx west Trading Estate, Yeovil, BA20 2HP.

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.