

# PRIVACY POLICY

Protec International Ltd recognises its responsibility to protect personal data.

This privacy notice sets out how we will process personal data we collect from or about you, or which you provide to us. Please read this notice carefully to understand why data is being collected and what we do with that data.

Our website and services may contain links to independent websites which are not provided by us. Such independent sites are not under our control, and we are not responsible for and have not checked and approved their content or their privacy policies.

We may change the privacy notice from time to time by amending this page.

For the purpose of the Data Protection Act 1998 and General Data Protection Regulation EU 2016/679, the data controller is Protec International Ltd a company registered in England under company number 03686287, whose registered address 47/49 Greek Street, Stockport, SK3 8AX.

## What type of information will we collect from you?

The personal information we collect from you will typically include the following:

- Full name and contact details (including your contact number, email and postal address)
- Your banking details where required such as where you are placing an order
- Details about your areas of interest where we wish to send you marketing information about similar products and services
- Usage information about your visits to our website (which enable our website to remember information about you and your preferences) and use of our site. [Please read our '[Cookie Policy](#)' for further details.] This may include information about your visit, including [the full Uniform Resource Locators (URL),] [clicks through to and from our site (including date and time),] [products you viewed or searched for] [page response times,] [download errors,] [length of visits to certain pages,] [page interaction information (such as scrolling, clicks, and mouse-overs),] [methods used to browse away from the page,] [OTHER] and any phone number used to call our customer service number



- Other technical information, including what devices you use to connect to our website, device location data where this function is not disabled by you on your device, [the Internet protocol (IP) address used to connect your computer to the Internet,] [your login information,] [browser type and version,] [time zone setting,] [browser plug-in types and versions,] [operating system and platform
- Your communications with us, including a record of the email or telephone correspondence created when you contact us as part of a product or service query

## On what basis can we process your information?

The legal grounds under data protection legislation for processing your personal data are as follows:

- It is necessary for the provision of products and services
- You have given us explicit consent to the processing of your personal data for one or more specific purposes, namely 1) where you have given us consent to receive electronic marketing by us and/or 2) to process your order. You do not need to provide us with marketing consent in order to receive our services
- It is necessary for the purposes of our legitimate interests, except where our interests are overridden by the interests, rights or freedoms of affected individuals (such as you). To determine this we shall consider a number of factors, such as what you were told at the time you provided your data, what your expectations are about the processing of the data, the nature of the data, and the impact of the processing on you. Our legitimate interests include processing necessary to improve and to promote our services and product and to better understand our customers' interests and knowledge to administer the technical aspects of our service and products.
- Where we need to comply with a legal obligation; or in rare circumstances
- Where we need to protect your interests (or someone else's interests); and/or
- Where it is needed in the public interest or for official purposes

## What are we going to do with your information?

We will hold and use personal information about you in the following ways:

- Communicate with you during the course of providing our services, for example your order with your enquiries and requests
- Statistical purposes so we can analyse figures to help us manage our business and plan strategically for the future

We've got you covered.  
0800 834 704  
01625 855600  
[enquiries@protection.co.uk](mailto:enquiries@protection.co.uk)  
[www.protection.co.uk](http://www.protection.co.uk)



Assessed to ISO 9001:2015  
Cert/LPCB ref. 843QMS



Assessed to ISO 14001:2015  
Cert/LPCB ref. 843EMS

- To provide you with information about our own goods and services similar to those which you have already obtained from us where you have provided permission for us to do so or, if you are an existing customer only, where we choose to contact you by electronic means. For those marketing messages you can unsubscribe at any time
- Track your use of our products and service including your use of our website in order to improve these
- To notify you about changes to our products and service
- To ensure that content from our site is presented in the most effective manner for you and for your computer

## How long we keep your data for?

We will retain your personal data for different periods depending on the service you have chosen to use us for, which may be a longer period than that for which we need to hold your data to provide those services, i.e. where we are under regulatory or statutory duties to hold your data for a longer period or need to retain it in the event of a legal claim or complaint.

## Who your information will be shared with?

We will pass your details to the following organisations (our “data processors”) who carry out certain activities on our behalf as part of us providing our services: order processing systems, third parties couriers, payment service providers, technical support service providers, advertising networks services and email marketing services.

We will not share your information with third parties for marketing purposes without first obtaining your prior consent.

## Security of your data

Your data will be held on secure servers with all reasonable technological and operation measures put in place to safeguard it from unauthorised access. Where possible any identifiable information will be encrypted or minimised.

If we have given you a username and password which enables you to access certain parts of your matter on our systems, you are responsible for keeping it confidential. Please do not share it with anyone.

## Your rights

We've got you covered.  
0800 834 704  
01625 855600  
[enquiries@protection.co.uk](mailto:enquiries@protection.co.uk)  
[www.protection.co.uk](http://www.protection.co.uk)



## How you can access and update your information.

You have a right to request a copy of the personal information we hold about you, known as a data subject access request. You also have the right to request that information we hold about you which may be incorrect, or which has been changed since you first told us, is updated or removed. These requests are free of charge and can be sent to Tracey Thompson, [privacy@protection.co.uk](mailto:privacy@protection.co.uk).

## How you can request erasure of your data

You can 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 delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where you have withdrawn consent for us to process it (as explained 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.

## How you can withdraw your consent

You have the right at any time to withdraw any consent you have given us to process your personal data. Please note if you withdraw your consent it will not affect the lawfulness of any processing of your personal data we have carried out before you withdrew your consent. Should you wish to do so you can change your consent preferences at any by contacting us at [privacy@protection.co.uk](mailto:privacy@protection.co.uk).

## How you can restrict or object to us using your data

You can ask us to suspend the way in which we are using your information in certain scenarios, or object to our processing your data where we are relying on a legitimate interest ground and you feel it impacts on your fundamental rights and freedoms, or where we are processing your personal data for direct marketing purposes. In some cases where you object, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Please note that if you want us to restrict or stop processing your data this may impact on our ability to provide our services.

Any queries or concerns about the way in which your data is being used can be sent to Tracey Thompson, [privacy@protection.co.uk](mailto:privacy@protection.co.uk).

## Complaints about the use of your personal data

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If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated by writing to Tracey Thompson, [privacy@protection.co.uk](mailto:privacy@protection.co.uk).

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the UK data protection regulator, the Information Commissioner's Office. Further details can be found at [www.ico.org.uk](http://www.ico.org.uk) or 0303 123 1113.

This Policy will be reviewed annually and updated as necessary to ensure its implementation.

Issue No. 8

Date: 5th July 2024

[privacy@protection.co.uk](mailto:privacy@protection.co.uk)

Protec International Ltd, Construction House, Adlington Industrial Est, Adlington, Cheshire, SK10 4NL

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