

## Privacy Policy

Darglow Engineering Limited ("we") are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting the Darglow Engineering Ltd website you are accepting and consenting to our use of cookies and the practices described in this policy.

### How We Use Your Personal Data

We may process data about your use of our website and services ("usage data"). The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is Google Analytics and Bing UET Form. This usage data may be processed for the purposes of analysing the use of the website and services. The legal basis for this processing is our legitimate business interests, namely monitoring and improving our website and services.

We may process your account data ("account data"). The account data may include your name, phone number and email address. The source of the account data is you or your employer. The account data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate business interests, namely the proper administration of our website and business.

We may process information that you post for publication on our website or through our services ("publication data"). The publication data may be processed for the purposes of enabling such publication and administering our website and services. The legal basis for this processing is our legitimate business interests, namely the proper administration of our website and business.

We may process information contained in any enquiry you submit to us regarding goods and/or services ("enquiry data"). The enquiry data may be processed through third parties (namely JotForm and/or MailChimp) for the purposes of offering, marketing and selling relevant goods and/or services to you. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

We may process information relating to transactions, including purchases of goods and services, which you had entered into with us and/or through our website ("transaction data"). The transaction data may include your contact details, your card details and the transaction details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract and our legitimate business interests, namely our interest in the proper administration of our website and business.

We may process information that you provide to us for the purpose of subscribing to our email notifications ("notification data"). The notification data may be processed for the purposes of sending you the relevant notifications. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract and our legitimate business interests, namely our interest in the proper administration of our website and business.

You have the option to opt-out of the email notifications at any time by simply contacting us by phone or email informing us that you wish to opt-out.

We may process information contained in or relating to any communication that you send to us ("correspondence data"). The correspondence data may include the communication content and metadata associated with the communication. Our website will generate the metadata associated with communications made using the website contact forms. The correspondence data may be processed for the purposes of communicating with you and record-keeping. The legal basis for this processing is our legitimate business interests, namely the proper administration of our website and business and communications with users.

We may process any of your personal data identified in this policy where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.

We may process any of your personal data identified in this policy where necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, or obtaining professional advice. The legal basis for this processing is our legitimate interests, namely the proper protection of our business against risks.

In addition to the specific purposes for which we may process your personal data set out in this Section, we may also process any of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

Please do not supply any other person's personal data to us, unless we have prompted you to do so.

#### Providing Your Personal Data to Others

We may disclose your personal data to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice, or the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

We may disclose your personal data namely your "account data" and delivery details to our third party suppliers or subcontractors insofar as reasonably necessary for your order to be supplied and/or delivered.

Financial transactions relating to our website and services may be handled by our payment services providers, NatWest Bank and/or Worldpay. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and

refunds. You can find information about the payment services providers' privacy policy and practices via their websites,

<http://worldpay.com/privacy/> and <http://personal.natwest.com/global/privacy.html>

In addition to the specific disclosures of personal data set out in this Section, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. We may also disclose your personal data where such disclosure is necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

### Retaining and Deleting Personal Data

This section sets out our data retention policies and procedures, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.

Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose of those purposes.

We will retain your personal data as follows:

In most cases, it is not possible for us to specify in advance the periods for which your personal data will be retained.

If you do not wish your personal data to be retained you can instruct us to this effect by email or phone at any time.

### Your Rights

Unless subject to an exemption under the General Data Protection Regulation, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you; provision of such information is subject to the supply of appropriate evidence of your identity.
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics)

## Cookies

Our website may use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

## 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.

## Amendments

We may update this policy from time to time by publishing a new version on our website.

You should check this page occasionally to ensure you are happy with any changes to this policy.

We may update you on any amendments made to this policy via email.

## Our Details

This website is owned by Darglow Engineering Limited.

We are registered in England and Wales under registration number 2752286.

Our registered office is Darglow Engineering Limited, Unit 6 Justin Business Park, Sandford Lane, Wareham, Dorset, BH20 4DY.

You can contact us:

By post, to Darglow Engineering Ltd, Unit 6 Justin Business Park, Sandford Lane, Wareham, Dorset, BH20 4DY.

By using our website contact form <http://www.darglow.co.uk/Contact/>

By telephone on 01929 556 512 or 01929 556 037

By fax on 01929 551 956

By email, using the email address [mail@darglow.co.uk](mailto:mail@darglow.co.uk)