

Privacy Policy



Purpose of this Privacy Policy

As you will be aware the new GDPR regulations come into effect on 25th May 2018 and Specialist Rebar Supplies Ltd is committed to protecting the privacy of its customers and suppliers. The purpose of this policy is therefore to explain how Specialist Rebar Supplies Ltd uses personal information in relation to these regulations. This policy details what personal data is held, how the information will be used, how long it will be kept, and the circumstances where by it may be disclosed to third parties. This notice will also inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from). This website is not intended for children and we do not knowingly collect data relating to children.

Controller

Specialist Rebar Supplies Ltd is the controller and is responsible for your personal data and may be referred to as “we” “us” ,“our” or the “company” within this policy.

We have appointed a data privacy manager who is responsible for overseeing any queries in relation to this privacy policy and the contact details are as follows :-

- Specialist Rebar Supplies Ltd
- *Contact* : Jim Tumilty
- *Email Address* : jim.tumilty@rebarsupplies.co.uk
- *Address* : Walton Road, Drakelow, Burton on Trent, Staffordshire, DE15 9UA
- *Telephone Number* : 07970 270785

Please do not hesitate to contact us as above should you have any queries regarding this policy.

Changes to the Privacy Policy

The policy may be updated from time to time and where possible we will notify you of these changes. A copy of the Policy can be obtained by contacting us as above. Please keep us informed if your personal data changes as it is important that the personal data we hold is current and accurate.

The data we hold :

Customer information : At the time of completing an account application form the Customer agrees to provide to us the information requested within that document. Dependant on whether the customer is a Limited Company or Sole Trader the details provided within the account form may constitute personal data and be used to undertake credit checks, obtain trade references and for the creation of an electronic account for the process of invoicing and credit control. The information contained within the application form and credit report will be scanned upon receipt and stored on a secure server. The original document will be confidentially destroyed. The lawful basis for processing this information is to enter into a contract with you and our legitimate interest to recover debts due to us.

Customer contract: following a written or verbal order, our sales / operations team would use the customer contact name and number, address and /or email to arrange delivery of the goods in order to address any delivery queries, customer queries which may have been previously disclosed by the customer. This information in addition to that provided on the account application may also be entered electronically in the accounting software for the processing of invoicing and credit control. Access to this software is restricted to a small number of employees who each have individual IT and accounting permissions.

Supplier provided information : following receipt of a quotation / correspondence from you, or following conversation between a supplier and the company, contact details for the salesperson may be recorded in order for further communication to take place. Once a quotation / email is accepted by the company, the information provided by the supplier would be entered electronically into the accounts system in order to create an account / order. Access to this software is restricted to a small number of employees who each have individual IT and accounting permissions. Should we not proceed with a purchase this information may be retained on file for 12 months for reference purposes in order to obtain future quotes and if not required after this time, will be confidentially destroyed. The lawful basis for processing this information is to enter into a contract with you and our legitimate interests where applicable to recover debts due to us.

Direct interactions with our website

By accessing our website and completing your details on the contact us page, you agree to provide your name and email to us along with the details of your query. This will allow us to contact you.

Automated technologies of interactions with our website.

As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies. Cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others, details of how to do this are available on our website.

Data retention

Customer contracts will be kept electronically for 7 years in line with HMRC requirements. The personal data held within the system will be reviewed monthly with effect from 25th May 2020, and will not therefore be stored for longer than two years unless they are a regular customer within this period. Should we be advised that the personal contact details have changed within a business these would be updated and the above would still apply.

For any purchase it would be necessary for us to maintain the information provided by the supplier until the point of re-sale. This would be necessary for auditing and financial reporting purposes by the company. The quotation / order confirmation will be retained on file in a secure filing cabinet or secure server, dependant on how it was received. The original quotation may also include personal data if this was provided by the supplier at the time.

It will be highly likely that email communication will take place with our customers and suppliers regarding current contracts. Any email addresses / contact details which refer to an individual will be reviewed every 12 months, and will be deleted if not required for a contract or purchase.

Disclosure of personal data

Personal data will only be disclosed if requested by the police or other statutory law enforcement agencies, or at the point of sale of goods whereby personal data of the salesperson was disclosed on the original quotation / order. It may also be disclosed to our accountants and auditors if included on our customer or supplier invoices.

Third party links

This website may include links to third-party websites, plugins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third party website and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

Your legal rights

You have the right to request confirmation of the personal data we hold for you and if necessary amend any incomplete and inaccurate data we hold for you. You may also request that personal data be deleted if it is outside the scope of this policy. In order to do this we may request specific information from you to help us confirm your identity and to ensure your right to this information. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

Time limit to respond

We aim to respond to all legitimate requests within one month. If we do not resolve your queries to your satisfaction, you have the right to lodge a complaint with the Information Commissioners office at www.ico.org.uk, however we would appreciate the opportunity to address any concerns and kindly request that you contact us using the above details in the first instance.