



peterhowellfacilities<sup>LTD</sup>

## Website Privacy Policy

We have kept our privacy policy as simple as possible, it is written in plain English and is a true reflection of our desire to protect your personal data.

This website is operated by Peter Howell Facilities Ltd.. We take your privacy very seriously therefore we urge to read this policy carefully because it contains important information about:

- who we are.
- how and why we collect, store and use your personal information.
- your rights in relation to your personal information.
- how to contact us if you have a complaint.

### Who we are

Peter Howell Facilities Ltd collect, use and are responsible for certain personal information about you. When we do so we are regulated under the General Data protection Regulations which apply across the European Union (including the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

### The personal information we collect and use

We collect the following personal information that you provide to us:

Name

E-mail address

Address

Telephone number

Some examples of when we collect this information include:

When registering for an account.  
When making a purchase.  
When signing up for our news letter.

### **How we use your personal information**

We collect information about our users for the following purposes:

To identify you and manage the account you hold with us.

To process your orders.

Statistical analysis.

### **Who your information may be shared with**

We may share your information with:

Law enforcement agencies in connection with any investigation to help prevent unlawful activity.

We will not share your personal information with any other 3rd parties.

### **How long your personal information will be kept**

We will hold your personal information for the following periods:

6 years to satisfy UK tax laws.

### **Keeping your information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technological and organisation measures to keep your information secure. These measures include the following examples:

User account access is controlled by a unique username and password.

All data is stored on secure servers encrypted using SSL.

We also have procedures in place to deal with any suspected data security breach. We will notify you of any suspected data security breach should it happen.

Indeed, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

## **What rights do you have?**

### **1. Right to request a copy of your information**

You can request a copy of your information which we hold.

If you would like a copy of this information please:

- Write to us (using the contact details below).
- Please provide us with two proofs of your identity and address (a copy of your driving license or passport and a recent utility bill).
- There is a charge of £5.00 for this information request, payment must be included.

### **2. Right to correct any mistakes in your information**

You can require us to correct any mistakes in your information which we hold free of charge.

If you would like to do this, please:

- log into your account and make the changes yourself or
- contact us using the contact details below.
- let us have enough information to identify you (e.g. name, address, account number, user name).
- let us know the information that is incorrect and what it should be replaced with.

### **3. Right to ask us to stop contacting you with direct marketing**

You can ask us to stop contacting you for direct marketing purposes.

If you would like to do this, please:

- email, call or write to us (using the contact details below).

From time to time we may also have other methods to unsubscribe from any direct marketing including for example, unsubscribe buttons or web links.

## **Changes to the privacy policy**

This privacy policy was published on 06/01/2020 and last updated on 06/01/2020.

Should we make any major changes to our web site privacy policy then you can expect an email from us if we have your email details.

## **Contacting us**

If you have any questions about this web site privacy policy or the information we hold about you, please contact us:

e-mail: [info@peter-howell.com](mailto:info@peter-howell.com)

post: 105 Dockfield Road  
ShIPLEY  
Bradford  
BD17 7AR

Or Telephone: 01275 592337