

Privacy Notice For Nomark Equip.

ABOUT THIS POLICY

- 1.1 We appreciate your interest in our products and service and your visit to this website. Your privacy is important to us and we want you to feel comfortable with how we use and share your personal information.
- 1.2 This Policy sets out how Nomark Equip handles your personal information, including when and why it is collected, used and disclosed and how it is kept secure.
- 1.3 You will find our contact details at the end of this policy which you can use if you have any questions, including how to update or access your personal information or to make a complaint.
- 1.4 This policy may change, so please check this page from time to time to ensure that you're happy with any changes.
- 1.5 This policy was last updated on 04/052018

WHO WE ARE

- 2.1 Nomark Equip is one individual company.

HOW AND WHAT PERSONAL INFORMATION WE COLLECT

- 3.1 We may collect and process the following personal information about you.

Personal information you give to us: This is information about you that you give to us by entering information via our website or social media pages or by corresponding with us by phone, email or otherwise and is provided entirely voluntarily. The information you give to us includes your name, contact details (such as phone number, email address and address), enquiry details and your opinion of our products.

Personal information we collect about you: We may automatically collect the following personal information about you.

Personal Information you give to us: This information about you that you give to us by entering information via our websites or our social media page or by corresponding with us by phone, email or otherwise and is provided entirely voluntarily. The information you give to us includes your name, contact details , enquiry details and your opinion of our products.

Personal information we collect about you: We may automatically collect the following personal information: our web servers store as standard details of your browser and operating system, the website from which you visit our website, the pages that you visit on our website, the date of your visit, and for security reasons, e.g. to identify attacks on our website, the Internet protocol (IP) address assigned to you by your internet service. We collect some of this information using cookies – please see Cookies in section 9 for further information. We may also collect any personal information which you allow to be shared that is part of our public profile on a third party social network.

HOW WE USE YOUR PERSONAL INFORMATION

4.1 Where you have provided consent

We may use and process your personal information where you have consented for us to do so for the following purposes:

To supply brochures and other material and any relevant information connected with our business that you have specifically requested from us:

4.2 You may withdraw your consent for us to use your information on the above at any time. Please see withdrawing your consent in Section 8.3 for further details.

4.3 Where required to perform a Contract with you.

We may use and process your personal information where it is necessary for the performance of a contract with you or in order to take steps at your request before entering into a contract with you including for the following purpose.

To exchange information for warranty/ aftersales:

4.4 Where it is in your **VITAL INTEREST**

We may use your personal information to contact you if there are any urgent safety or product recall notices to communicate to you or where we otherwise reasonably believe that the processing of your personal information will prevent or reduce any potential harm to you. It is in your Vital interests for us to use your personal information in this way.

4.5 Where required to comply with our Legal Obligations

We will use your personal information to comply with our legal obligation including (i) to assist HMRC, the Police, the DVLA or any other public authority or criminal investigation body: (ii) to identify you when you contact us: and (iii) to verify the accuracy of data that we hold about you.

4.6 Where there is **LEGITIMATE INTEREST**

We may use and process your personal information where it is necessary for us to pursue our Legitimate interests as a business for the following purposes:

To Correspond and communicate with you.

For network and information security in order for us to take steps to protect your information against loss or damage, theft or unauthorised access.

To comply with a request from you in connection with the exercise of your rights

To enforce or protect our contractual or other legal rights or to bring or defend legal proceedings:

For general administration including managing your queries, complaints, or claims and to send service messages to you.

5 **Other ways we may share your personal information**

We may transfer your personal information to a third party as part of a sale. We may also transfer your personal information if we're under a duty to disclose or share in order to comply with any legal obligation (e.g. by sharing your personal information with the DVLA) However, we will always take steps with the aim of ensuring that your privacy rights continue to be protected.

6 **How Long we keep your personal information for.**

6.1 If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws.

6.2 We do not retain personal information in an identifiable format for longer than is necessary.

7 **Your rights.**

7.1 Your data subject rights

You have a number of rights in relation to your personal information under data protection law. In relation to certain rights, we may ask you for information to confirm your identity and, where applicable, to help us to search for your personal information. Except in rare cases, we will respond to you within 30 days after we have received this information or, where no such information is required, after we have received your request.

8 **Accessing your personal information**

You have the right to ask for a copy of the information that we hold about you by emailing or writing to using the address at the end of this policy. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold that information.

8.1 Erasing your personal information or restricting its processing.

In certain circumstances, you may ask for your personal information to be removed from our systems by emailing or writing to us at the address at the end of this policy. Unless there is a reason that the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request.

8.2 Complaining to the UK data protection regulator.

You have the right to complain to the Information Commissioners Office (ICO) if you are concerned about the way we have processed your personal information. Please visit the ICO's website for further details

8.3. Withdrawing your consent

Where we rely on your consent as the legal basis for processing your personal information, as set out under **How we use your personal information** in Section 4, you may withdraw your consent at any time by contacting us using the address at the end of this policy. If you withdraw your consent, our use of your personal information before you withdraw is still lawful.

9 Use of Cookies/Security/Links and Social Plug-ins

Use of Cookies

Cookies are small pieces of information sent to your device and stored on its hard drive to allow our website to recognise you when you visit.

Links to other websites:

Our website may contain links to other websites run by other organisations which we do not control. This policy does not apply to those other websites and Apps, so we encourage you to read their privacy statements. We are not responsible for the privacy policies and practices of other websites and Apps (even if you access them using links that we provide) and we provide links to those web sites solely for your information and convenience. We specifically disclaim responsibility for their content, privacy practices and terms of use, and we make no endorsements, representations of promises about their accuracy, content or thoroughness. Your disclosure of personal information to third party websites is at your own risk.

ON-LINE SHOP

In the case of our online shop we use essential cookies to make parts of the site work properly. We use the contact details you provide to fulfil orders. Credit and debit card transactions are processed by PAYPAL who securely handle card transactions. We do not receive individual card details for on-line transactions. We are simply advised that the transaction has been successful.

9.1 Social plugins.

We use so-called social plugins (buttons) of social networks such as Facebook, when you visit our website, this button is deactivated by default, i.e. without your intervention they will not send any data to the respective social network. Before you are able to use the button, you must activate it by clicking on it. It then remains active until you deactivate it or delete your cookies.

We have no influence on the scope of data that is collected by the social networks through their buttons. The data use policies of the social networks provide information on the purpose and extent of the data that they collect, how this data is processed and used, the rights available to you and the settings that you can use to protect your privacy.

10 CHANGES TO THIS POLICY

We may review this policy from time to time. We recommend you regularly check for changes and review this policy when you visit our website. If you do not agree with any aspect of the updated policy, you must promptly notify us and cease using our services.

11 CONTACT US

If you have any questions, suggestions or complaints about the processing of your personal information or wish to contact us to amend/update your data, please contact Mrs. A. Yarnold the Data Protection Co-ordinator.

Email: info@nomark.co.uk

Telephone 01584 811831