

Chadburns Mollart PT Privacy Policy

Our privacy policy details what information we collect and hold about you or your company, how it may be used, and how you can exercise your right to have it removed.

Please note that our privacy policy only applies to our website and to Chadburns Mollart PT Ltd and not to any websites to which we may provide links. If you visit websites via these links you are advised to read their own privacy policies.

What information do we collect, and when?

1. When you set up an account and start trading with us, we will collect the following details to enable us to fulfil orders, collect payment and meet our HMRC due diligence requirements:
 - The company name (& trading name if different)
 - The name of the person in charge of ordering
 - An email address to communicate with the person in charge of ordering, either personal or professional
 - Mobile or business phone numbers
 - Delivery address
 - Registered company number
 - VAT number
 - Bank details
 - The name, telephone number, address and email address of accounts payable
2. When you contact us via email or speak directly with the sales team about our products or services:
 - We will keep details of your enquiry including your name, the product you were enquiring about and your contract details.
3. When you visit our website:
 - We don't analyse or make use of any data which is created when you visit our website, except if you sign up to our resource centre in which case your name and contact details will be taken to allow you to access all our product data sheets.
4. When we are looking for new customers:
 - We may use your company website, social media or online news sources to find out general details about the business, the best person to contact and their contact details
 - We may call the business directly to ask for the best person to contact and their contact details

How will we use & store your information:

This information will only be used to send standard emails, such as purchase orders, order acknowledgments, quotations, invoices, and emails that are relevant to business transactions.

If you are a customer, your company delivery details and sales history is kept in our sales system which is password protected. No other sensitive details are stored.

If you are a supplier, your bank details are only accessible through our online banking service.

Access to all our computers is password protected and is limited to staff members based on their job function.

We will always process your personal information on lawful grounds and in particular on the grounds set out below:

- **Performance of a Contract/ Service** – if we supply goods or services to you, or receive goods or services from you, we need to be able to contact you and to record any work performed for invoicing purposes. This information is likely to include your name, contact details and payment details, information about your business and any additional information we may need to help meet your specific requirements.
- **Legitimate Interest** – on the basis that it is in our legitimate interest to do so, we may use your name and contact details to tell you about our own products and services which we think may be of interest to you. You can ask us to stop doing so at any time.
- **Consent** - we may ask your consent to share your name and contact details with a selected third party for the purposes of, for example conducting a credit check, or to deliver products to you via a delivery service other than our own. You can withdraw your consent at any time. We will never sell or give your details to any other company.
- **Legal Obligation** - we may also disclose your personal data without your permission to the extent that we are required to do so by law or regulation.

Your rights:

It's your right to find out if we hold information about you and what it consists of, see a copy of it, update it, delete it, or request changes to communication for example email marketing.

If you would like to change any of your preferences relating to the way in which we may use your information then please send an email to sales@chadburns.com, contact us at 0141 438 2139.

You can contact us directly if you have any questions about our privacy notice or information we hold about you, by e-mailing us sales@chadburns.com.

This Policy was updated on 22/05/2018.