



Privacy Policy

At Earnshaw Engineering Ltd we are committed to safeguarding and preserving the personal information we collect from individuals in the course of our business. Any personal data we collect, record or use in any way whether it is held on paper, on computer or other media, will be safeguarded ensuring that we comply with the EU General Data Protection Regulation (GDPR) 2018.

Information we collect

The type of information we may collect from you includes your name, job title, Company details such as postal address, email and telephone number. We collect this information directly when you contact us in the normal course of business through quoting, sales order processing, purchasing and invoicing activities.

Use of Cookies

We use cookies on our website for analytical purposes only, to monitor the amount of visits and pages viewed. IP addresses are not recorded from the website. Any other cookies detected are for website functionality.

Use of your Information

The information we gather is used and processed for the purpose of core business activities in the following way:

- Account management
- Processing of enquiries and orders
- Keeping you informed of order progress
- Provision of documentation such as proof of delivery, invoicing/purchasing and statements
- Record keeping for additional requested standard compliance.

Sharing your Information

Earnshaw Engineering Ltd will not share your data for marketing purposes. We make every effort to preserve privacy. We may need to disclose personal information when required by law, including (without limitation) where a court, the police or other enforcement agency requests.

Retaining Information

We retain your personal information for no longer than is necessary for the purpose(s) for which it was provided. What this means in practice will vary between different types of data. When determining the relevant retention period, we take into account various factors including:

- Legal obligations under applicable law to retain data for a certain period of time
- Statute of limitations under applicable law
- Potential or actual disputes
- Guidelines issued by relevant data protection authorities
- Pre-determined time scales contained within any additional standards adhered to.

Otherwise, we securely erase your personal data from our systems when it is no longer needed.



Data Security

We have appropriate physical, electronic and administrative security processes in place to protect against the loss, misuse, unauthorised access, or alteration of information. Access to data is limited to employees who need to access it in order to perform their roles for the business. No data is transferred outside of Earnshaw Engineering Ltd.

Your Rights

You have the following rights regarding your personal data:

- **Rights to be informed**

You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights.

- **Right of access**

You have the right to obtain access to your personal data (if we are processing it) and certain other information (similar to that provided in this policy). This is so you can check that we are using your data in accordance with data protection law.

- **Right to rectification**

You are entitled to have your personal data corrected if it is inaccurate or incomplete.

- **Right to erasure**

This is also known as ‘the right to be forgotten’ and enables you to request the deletion or removal of your personal data where there is no compelling reason for us to keep using it.

- **Right to restrict processing**

You have the right to ‘block’ or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further.

- **Right of data portability**

You have the right to obtain and reuse your personal data in a structured, commonly used and machine readable format in certain circumstances. In addition, where certain conditions apply, you have the right to have such information transferred directly to a third party.

- **Right to object to processing**

You have the right to object to us processing your personal data for our legitimate business interests or for direct marketing purposes (including in each case any related profiling). However, we may be unable to process core business activities without this data.

- **Right to withdraw consent to processing**

If you have given your consent for us to process your personal data for a particular purpose (for example, direct marketing), you have the right to withdraw your consent at any time (although if you do so, it does not mean that any processing of your personal data up to that point is unlawful).



- Right to make a complaint to the data protection authorities

You have the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your personal data or believe our processing of your personal data does not comply with data protection law.

If you wish to exercise your data protection rights or if you are unhappy with how we handled your personal data, please feel free to contact us via our website using the contact form or by emailing us at: contact@earnshawengineering.co.uk, stating a GDPR enquiry.

If you are not happy with our response to any enquiries or complaint or believe our processing of your personal data does not comply with data protection law, you can make a complaint to the Information Commissioner's Office (ICO) by:

Calling: 0303 123 1113

Submitting a message through the ICO's website at: www.ico.org.uk

Writing to: Information Commissioner's Officer, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Changes to this Privacy Policy

This privacy policy may be updated from time to time, so you may want to check it each time you provide personal data to us.

This Policy was issued on 25 May 2018 in accordance with General Data Protection Regulations (GDPR) 2018.