

Privacy Notice

Who We Are

Meddings Thermalec Ltd ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Meddings Thermalec Ltd' registered office is at **Meddings Thermalec Ltd, Kingsley Close, Ivybridge, PL21 9LL**. We are registered on the Information Commissioner's Office Register; registration number **CSN9991811**, and act as the **data controller** when processing your data. Our designated Data Protection Responsible Person is **Steve Luckman**, who can be contacted by post to **Meddings Thermalec Ltd, Kingsley Close, Ivybridge, PL21 9LL** or by telephone on **01752 313323**.

Information That We Collect

Meddings Thermalec Ltd processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect from you may be: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- Credit or debit card details or bank account details where you are purchasing goods or services

We collect information in the below ways: -

- *by telephone or face-to-face*
- *paper order form*
- *finance agreement application*

How We Use Your Personal Data (Legal Basis for Processing)

Meddings Thermalec Ltd takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. ***The purposes and reasons for processing your personal data are detailed below: -***

- *We collect your personal data in the performance of a contract or to provide a service and to ensure that orders are completed and can be sent out to your preferred address*
- *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes*
- *Where you have requested that any purchases are completed under a finance agreement, then we will obtain your explicit consent to submit the application to the relevant funder*
- *We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests*

Your Rights

You have the right to access any personal information that **Meddings Thermalec Ltd** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

We do utilise any form of automated decision making.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **Meddings Thermalec Ltd** uses **third-parties** to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

W3net Solutions Ltd

We use w3net Solutions to support and manage our I.T. infra-structure and they act as a processor on our behalf. The only information we provide them is access to our data for storage management and backup purposes.

For more information about w3net Solutions Ltd, please read their Privacy Notice at www.w3netsolutions.co.uk/privacynotice

UKMail

We use UKMail for sending any ordered goods. The only information we provide them is your name, address and telephone number for the purposes of delivering any ordered goods or collecting any goods that need to be returned.

For more information about UKMail, please read their Privacy Notice at <https://www.ukmail.com/privacy-and-cookies>

We may also share your data with other parties as required by law or our other trusted third party processors such as:

- *Government bodies such as the HMRC, or police where legally obliged*
- *Other Courier companies in order to deliver or collect goods*
- *Other web hosting and storage providers in order to host and provide web services*
- *Debt collection agencies*
- *Credit reference agencies*
- *Selected third parties in connection with the sale, transfer or disposal of our business if that should occur. We will ensure that such third parties have the appropriate technical and organisational measures in place to safeguard your data*

Safeguarding Measures

Meddings Thermalec Ltd takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, **including:** -

SSL,
Encryption when sending personal data,
pseudonymisation,
restricted access to personal data,
computer access authentication,

firewalls,
anti-virus/malware
password policies

Transfers Outside the EU *(if applicable)*

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. **Meddings Thermalec Ltd** does not transfer or store any personal data outside the EU.

Consequences of Not Providing Your Data *[if relying on statutory/contractual requirement basis]*

You are not obligated to provide your personal information to **Meddings Thermalec Ltd**, however, as this information is required for **us to provide you with our services or deliver your products or our other legitimate interests**, we will not be able to offer some/all our services without it.

Legitimate Interests *[if applicable]*

As noted in the 'How We Use Your Personal Data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

We use the legitimate interests' legal basis for processing **your name, address and email address** and have identified that our interests are **keeping in contact in order to provide you with information about the services and goods which we are able to provide**. We also use the legitimate interests' legal basis for **processing images via CCTV** for our **interests of the detection and prevention of crime as well as for Health and Safety reasons**.

How Long We Keep Your Data

Meddings Thermalec Ltd only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Marketing

LEGITIMATE INTERESTS

Meddings Thermalec Ltd will occasionally send you **promotional information about our products and services** by **email** that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

If you would prefer **not** to receive above-mentioned marketing and offers, please contact us as follows:

By Post Meddings Thermalec Ltd, Kingsley Close, Ivybridge, PL21 9LL

By telephone on 01752 313323

By email to dataprotection@meddings.co.uk

Lodging A Complaint

Meddings Thermalec Ltd only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Information Commissioner's Office

www.ico.org.uk/concerns

Tel: 0303 123 1113

Email: casework@ico.org.uk