

Wandfluh UK Ltd.  
Northfield Road  
Southam  
CV47 0FG



Tel. +44 1926 810081  
Fax +44 1926 810066  
E-mail sales@wandfluh.co.uk  
Website www.wandfluh.co.uk

## Privacy Policy for customers/suppliers/website users.

The General Data Protection Regulations (GDPR) say that the information we provide must be:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language;
- Free of charge.

## At Wandfluh UK Ltd, we want to protect and respect your data and your privacy

This **Privacy Policy** explains when and why we collect personal information about individuals who visit our website and those who use our services. (We have separate details for our employees.) In this Privacy Policy, we will address the following to sufficiently inform you “the data subject”:

- Who is collecting the data?
- What data is being collected?
- What is the legal basis for processing the data?
- Will the data be shared with any third parties?
- How will the information be used?
- How long will the data be stored for?
- What rights does the data subject have?
- How can the data subject raise a complaint?

It is our aim to comply with GDPR regulations. Our wording has not been legally compiled or verified by a solicitor and our policy is written in our best endeavours. We may change this Privacy Policy from time to time so please check it occasionally to ensure that you’re happy with any changes. By using our website, you’re agreeing to be bound by this Privacy Policy.

Any questions regarding this Privacy Policy and our privacy practices should be addressed to our Managing Director - Trevor Allen and be sent by email to [trevor@wandfluh.co.uk](mailto:trevor@wandfluh.co.uk) or by writing to Wandfluh UK Ltd at Wandfluh House, Northfield Road, Southam, CV47 0FG. Alternatively you can telephone us on (+44) 1926 810081.

## Who is collecting the data?

WANDFLUH UK Ltd (“WANDFLUH”) is a company supplying hydraulic and electronic parts and assemblies. WANDFLUH is a private limited company (no. 2635311). Our registered address is Wandfluh House, Northfield Road, Southam, CV47 0FG.

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WANDFLUH is committed to ensuring that your privacy is protected and compliant with the General Data Protection Regulation 2018 and is a “data controller” in accordance with this legislation.

## What data is being collected?

If you access our website, we place a tracking code on our website for Google Analytics to gain insight into your navigation of our website. We cannot identify you from this tracking code. We use this data to help WANDFLUH develop its website and user experience.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

If you make an enquiry via our website or request data sheets, any data we collect has been provided to us by the user of the website via our enquiry form. The personal information collected may process include your first name, last name, email address (for business purposes) and telephone number.

If we trade with you (sell to you or buy from your company), we will record your company’s details and information about nominated contact persons as supplied by your company on our systems, so that we can effectively communicate and trade with you. We may record other business information but “personal data” is limited to the contact details necessary to communicate with you and correctly address you within your company.

The accuracy of your information is important to us. If any of your personal data changes or becomes out of date then please contact us by emailing [accounts@wandfluh.co.uk](mailto:accounts@wandfluh.co.uk). You can also write to us at WANDFLUH UK Ltd, Northfield Road, Southam, CV47 0FG. Alternatively you can telephone us on (+44) 1926 810081.

## What is the legal basis for processing the data?

Website users - Your details as entered on our Website enquiry form will be used to contact you, as part of our commercial practice, to see if we can help you further. **Please note that by entering your details on our website enquiry form, you are consenting to us contacting you in this way as indicated on our website. We will only do this once when you make your initial enquiry.**

For information that is used when supplying to you or buying from you, we will hold the information so that the trading “contractual obligation” can be fulfilled.

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## How long will the data be stored for?

If we trade or have traded with your company, information about trading transactions and your company's details will be retained on our accounting computer system in perpetuity at the current time. Paperwork associated with trading transactions is stored for 7 years.

As from 25 May 2018, we will only send our product/newsletter information to contacts that have "opted in" to receive this data.

If you enquire on our website, we will email you after you have registered your interest on our website, but we will not contact after that unless you ask for further product information/prices. Your details will be deleted after one year.

## Will the data be shared with any third parties?

We will not share your data with any third parties.

If WANDFLUH and/or part of its business is sold or integrated with another business, your details may be disclosed to the new owners of WANDFLUH.

We reserve the right to disclose your data if WANDFLUH is under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply WANDFLUH's Terms of Use for the website, this Privacy Policy or other agreements.

## How will the information be used?

If you buy or sell to us, we hold your information so that we can trade with you and fulfil a contractual obligation.

If you are a customer, we will ask if you wish to receive our product newsletter which is issued periodically. If you give your consent and "opt in", we will add you to our mailing list.

## How long will the data be stored for?

We will contact you after you have made a website enquiry. We will not store your data for longer than one month, unless you request further information or trade with us.

If the organisation you work for or you personally trade with us, your details will be stored on our accounting system as part of the customer/supplier records that we maintain. Such records are kept

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indefinitely once they have transaction history. However, they will only be used for our trading purposes.

If you are employed by a customer/supplier of WANDFLUH, your personal data is deemed to be customer/supplier data and will form part of the records on our accounting system. This is retained on the legal basis of fulfilling a contractual obligation with your employer.

## **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. There is an SSL certificate applied to our website. When you are on a secure page, a lock icon will appear next to the URL of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet such as with email communication and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

## **What rights does the data subject have?**

### **Breach Notification**

Under the GDPR, breach notification will become mandatory in all member states where a data breach is likely to "result in a risk for the rights and freedoms of individuals". This must be done within 72 hours of first having become aware of the breach.

### **Right to Access**

Part of the expanded rights of data subjects outlined by the GDPR is the right for data subjects to obtain from the data controller confirmation as to whether or not personal data concerning them is being processed, where and for what purpose. Further, the controller shall provide a copy of the personal data, free of charge, in an electronic format within one month of the request.

## **How can the data subject raise a complaint?**

You have the right to submit a complaint with a supervisory authority in regard to how we process your data.