

GDPR & PRIVACY POLICY

HSB Technical Services Limited have always, and will continue to, treat all data we receive, and communications, as strictly confidential.

WHAT IS GDPR?

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation of the European Parliament, the Council of the European Union and the European Commission intended to strengthen and unify data protection for all individuals within the European Union (EU) and became law in the UK on 25th May 2018.

Under the General Data Protection Regulation (GDPR), we are required to publish information about what data we collect, why we need to store it, and your rights under the GDPR legislation. In these matters we are subject to the rulings of the Information Commissioner's Office (ICO), the UK's independent authority set up to uphold the information rights and data privacy for individuals.

WHAT DATA DO WE COLLECT?

- We store and process data only as agreed by the client or as required in order to perform services requested by the client. We regard all details we do store as confidential.
- We never share data with Third Parties (e.g. for advertising, marketing, data analysis or similar).

HOW DO WE COLLECT YOUR DATA?

- Data we hold will consist solely of information that you provide to us (e.g. voluntarily completing an online form, customer feedback, or direct correspondence with us).
- We also collect and process data through your direct interaction with our website (e.g. your IP address).

HOW DO WE USE YOUR DATA?

- Data we hold is primarily used to process your order, manage your account or any enquiries which you may have submitted to us via web-form, email, telephone or post.
- We may also use the contact details which we have provided to contact you with regards to servicing any equipment which you may have purchased, product information or for our own marketing purposes. Please Note: Your information will never be shared with any Third Parties.
- Payment information (i.e. Invoice Address, Accounts Contact, Preferred Payment Type, Bank Account Number & Sort Code etc.) is kept purely to allow cross-checking in the event of accounting imbalance, credit checking, customer payment enquiries or investigation by tax authorities (i.e. mandatory accounting requirements).
- We may also store your IP address for security reasons and to enable us to investigate technical problems if you experience a fault whilst using our site.

HOW DO WE STORE YOUR DATA?

- We retain personal data that you supply for as long as you are a client with an active account, and for as long as we are legally required to do so (e.g. by tax and accounting regulations).
- General enquiries via web-form, email or post are generally kept for a number of years so that we can refer back to them if you send a follow up to our reply, after that they are deleted. The number of years will depend on the type of enquiry and how it was submitted to us. For example, any correspondence that may potentially relate to a financial transaction, active client account etc. is treated the same as tax records (tax records are required to be stored for a minimum of 6 years).

WHAT ARE YOUR DATA PROTECTION RIGHTS?

HSB Technical Services Limited would like to make sure you are fully aware of all your data protection rights. Every individual is entitled to the following;

The right to access – You have the right to request HSB Technical Services Limited for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that HSB Technical Services Limited correct any information you believe is inaccurate. You also have the right to request HSB Technical Services Limited to complete information you believe is incomplete.

The right to erasure – You have the right to request that HSB Technical Services Limited erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that HSB Technical Services Limited restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to HSB Technical Services Limited processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that HSB Technical Services Limited transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us using the details provided below.

COOKIES

HSB Technical Services Limited use cookies in a range of ways to improve your experience on our website including;

- Keeping you signed in (where available)
- Understanding how you use and interact with our website

Our website uses cookies for functionality purposes. We use these cookies so that we recognize you on our website and remember any previously selected preferences. These could include what language you prefer, location you are in etc. Cookies are also used to analyse your behaviour (i.e. which pages you visited, which files you downloaded, which links you clicked, duration of your visit etc.).

You can set your browser not to accept cookies and you can remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

OTHER PRIVACY POLICIES

The HSB Technical Services Limited website may contain links to other websites which we think are of use to you and will enhance your user experience. Our privacy policy applies only to our own website, so if you click on a link to another website, we recommend that you consult their own privacy policy.

CHANGES TO OUR PRIVACY POLICY

HSB Technical Services Limited keep its privacy policy under regular review and places any updates on our website.

CONTACTS

If you have any queries about HSB Technical Services Limited's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

By email: mail@hsbtechnical.co.uk

Or write to us at: HSB Technical Services Limited, PO Box B30, 35 Westgate, Huddersfield. HD1 1PA