

PRIVACY STATEMENT

Introduction

We are Hydroflex Limited, a company registered in England & Wales No. 07194732. We are a 'B2B' organisation committed to maintaining the trust and confidence of our Customers, Suppliers and Employees, or indeed anyone that interacts with us, including visitors to our website: www.hydroflex.co.uk.

In particular, we want you to know that we protect your personal data in accordance with current regulations and do not divulge it to other companies and businesses for marketing purposes.

In this privacy statement, we are providing you with information about the limited personal data that we collect, how we use it, the conditions under which we may disclose it to others, and how we keep it secure.

Should you provide to us certain information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating these pages, which can be viewed and downloaded via our website.

What data we collect

We may collect the following personal information if you are a customer, supplier or service provider to the company:

- Name, job title, contact information including email address, phone number, business address and location.
- E-mail and paper correspondence between us.

We may collect the following personal information if you are an employee of the company:

- Name, job title, contact information including e-mail address, phone number, home address and location
- E-mail and paper correspondence between us.
- HR records, including pay & bank details, training, sickness, disciplinary, holiday & health records.

How we use the data

We use this information to communicate with our customers, suppliers, service-providers and employees and effectively manage our relationships.

- internal record keeping.
- delivery of our products and services.
- imparting and/or storing information

Legal basis for processing data

We control & process the data we collect in order to carry out contracts for goods and services and comply with our legal obligations to employees and statutory authorities.

Data Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we put in place appropriate physical, electronic and managerial protocols to safeguard and secure the information we collect, process and store. Data is stored for the duration of the relationship or six years for statutory data.

How we use cookies

We use traffic log cookies to identify which of our webpages are being used.

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This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and the data is then removed from the system.

Overall, cookies help us improve our website by enabling us to monitor which pages you find useful and which you do not. A cookie does not give us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Sharing of Data

We will not sell, distribute or divulge your personal information to third parties unless we are legally required to do so.

We do provide personal data about our employees to approved service-providers who carry out data processing on our behalf such as payroll and pensions administration.

Google Analytics

When someone visits www.hydroflex.co.uk we use Google Analytics to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is processed in a way which does not identify anyone individually.

Mailing Lists

We may contact regular customers and suppliers from time to time to obtain valuable feedback as part of our quality management system.

Your rights & access to your personal information

You are entitled to view, amend, or request deletion of the personal information that we hold. Please e-mail your request to jwilson@hydroflex.co.uk.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

You have a right to complain to the Information Commissioner at www.ico.gov.uk if you have any concerns about the way we handle your data.

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