

# Stamford Products Limited Privacy Policy

part of The Stamford Group Limited

*Updated May 2018*



## **Privacy policy**

This policy explains when and why we collect personal information about people when they use this website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

### **Changes to the policy**

We may change this policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this policy.

### **How to contact us**

Any questions regarding this policy and our privacy practices should be sent in writing to Data Protection Officer, Stamford Products Ltd, Bayley Street, Stalybridge, Cheshire, SK15 1QQ.

### **Who are we?**

Stamford Products Ltd is involved in the manufacture and marketing of material handling, storage and logistics products. An extensive range of customised and proprietary products are produced from plastic raw materials by injection, rotational moulding and metal fabrication.

This policy relates to Stamford Products Ltd (part of The Stamford Group Ltd) and its trading subsidiaries. Registered number 1652293, registered address Bayley Street, Stalybridge, SK15 1QQ.

### **How do we collect information from you?**

We collect information when you register with us or place an order for products or services. We may also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using 'Cookies' for example, when you contact us about products and services.

### **Who has access to your information?**

Stamford Products Ltd will not share your information for marketing purposes with companies outside The Stamford Group Ltd. We will not lease, sell or share your information with third parties for marketing purposes.

In processing your order, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies, to detect and reduce fraud and credit risk.

## **What information do we collect about you?**

The personal information we collect about you might include:

- Name and job title;
- Contact information including email address and post codes;
- Transaction history and product preferences;
- IP address;
- Website usage data including information regarding what pages are accessed and when;
- Other information relevant to your enquiry;
- Other information pertaining to special offers and surveys.

If you make a payment online your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit / debit card transactions.

## **How will we use the information about you?**

We collect information about you:

- For our own internal records;
- To contact you in response to a specific enquiry or to process orders you have submitted;
- To manage your account;
- To send you communications and promotional mailings that you have requested and that may be of interest to you via email, telephone or mail. These may include information about our products, services and promotions from our associated companies;
- To contact you via email, telephone, or mail for market research reasons;
- To seek your views or comments on the services we provide;
- To notify you of any changes to our services;
- Process job applications.

We review our retention periods for personal information on a regular basis. We are legally required to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary, or as long as is set out in any relevant contract you hold with us.

## **Profiling**

We may analyse your personal information collected to create a profile of your interest and preferences so that we can contact you with offers and information relevant to you. We may make use of additional information about you when it is appropriate and available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

### **Third party services providers working on our behalf**

We may pass on your information to our third party service providers, subcontractors and other associated organisations for the purpose of completing tasks and providing services to you on our behalf (for example subcontracted installations or to send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service.

Please be assured that we will not release your information to third parties outside the Stamford Group of companies for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required by law, for example by a court order or for the purposes of prevention of fraud or crime.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. If you have consented to receive marketing information, you have a right at any time to stop us from contacting you for marketing.

If you no longer wish to be contacted for marketing purposes, you can change your mind easily, via one of these methods:

- Write to use at: **Data Protection Officer**, Stamford Products Ltd, Bayley Street, Stalybridge, Cheshire, SK15 1QQ;
- Select the '**Unsubscribe**' option at the bottom of email promotions;

### **Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, write to the Data Protection Officer, Stamford Products Ltd, Bayley Street, Stalybridge, Cheshire, SK15 1QQ

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. If you change email address, or if any of the other information we hold is inaccurate or out of date, please write to us at: Stamford Products Ltd, Bayley Street, Stalybridge, Cheshire, SK15 1QQ.

### **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. Any sensitive information (such as credit or debit card details) are encrypted and protected by our 3<sup>rd</sup> party payment processors. When you are on a secure page, a padlock will appear on the top of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the internet, 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. Where we have given (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share your passwords with anyone.

### **Cookies**

Like many other websites, the Stamford Products Ltd website and trading subsidiaries websites may use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They enable us to see information like how many people use the website, collect statistical data about your browsing actions and patterns and they do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies. However, please note that in a few cases turning cookies off may affect how our website functions. Some pages and services may become unavailable to you.

**Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit.**

For further information visit: [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

### **Other websites**

Our website may contain links to other websites run by other organisations. This policy only applies to this website, so we encourage you to read the policies on the other websites you visit. We cannot be responsible for the policies and practices of other sites even if you access those using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the Policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

### **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent / guardian's permission beforehand; whenever you provide us with personal information.

### **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this policy.

If you use our services whilst you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### **Review of this policy**

We keep this policy under regular review. This policy was last updated: 22nd May 2018