



# Parker Hydraulics & Pneumatics Limited

Ashbourne Estate, Mile Cross Lane, Norwich NR6 6RY England

Sales Office - Tel: (01603) 403190 Fax: (01603) 485337

Accounts Office - Tel: (01603) 258777 Fax: (01603) 258779

Internet: [www.parkerhydraulics.co.uk](http://www.parkerhydraulics.co.uk)

E-mail: [sales@parkerhydraulics.co.uk](mailto:sales@parkerhydraulics.co.uk)

Company No. 1273399 Regd. in Cardiff VAT Reg. No. 283 5522 49



## Privacy Policy

Data Protection Act 2018 and the EU General Data Protection Regulation 2016/679

This is the Privacy Policy of

## Parker Hydraulics and Pneumatics Limited

At Parker Hydraulics and Pneumatics Limited, security of customer data is very important to us and we take every reasonable precaution with your information. We will only use this information in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation 2016/679 and any other applicable laws and regulations that relate to data protection and privacy.

This privacy policy explains how we use any personal information we collect about you when you use this website.

### Topics:

- How the Law protects you
- How do we collect personal data from you?
- How will we use the information about you?
- Retention periods
- Third Parties
- Marketing Access to your information and correction.
- Access to your information and correction
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- Cookies.
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## How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

## How do we collect personal data from you?

We collect information about you when you:

- Register for an account with us.
- Place an order for products or services.
- Voluntarily complete customer surveys, provide feedback and participate in competitions or sign-up to receive our newsletters.
- Website usage information is collected using cookies.
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When visiting the site, you can undertake many activities without providing any personal information.

However, when you register to use this site and order products or services, to enable us to provide these services to you, we may collect (but not limited to) the following personal information from you:

- Contact information such as your name, phone and fax numbers, address and email address; and
- Billing information such as the number, expiration date, card type and billing address of your credit card; and
- Demographic information such as your job title, job description and company name and company type; and
- Profile data, including your username and password, details about your purchases.
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## How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you. We use your information collected from the website to personalise your repeat visits to our website.

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

## Retention periods

We will keep your personal data for the duration of the period you are a customer of Parker Hydraulics and Pneumatics Limited. We shall retain your data only for as long as necessary in accordance with applicable laws.



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On the closure of your account, we may keep your data for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations.

We assure you that your personal data shall only be used for these purposes stated herein.

## Third Parties

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We work closely with a number of third parties (including business parties, service providers and fraud protection services) and we may receive information from them about you. These third parties may collect information about you including, but not limited to, your IP address, device-specific information, server logs, device event information, location information, and unique application numbers. We use their features within our website, however, in some instances, they may be acting as a data controller and they will have their own privacy policies, which we advise you to read.

We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment). However, we will only ever share information about you that is necessary to provide the service and where we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes.

## Marketing

We would like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the Group.

If you no longer wish to be contacted for marketing purposes, please contact us.

## Access to your information and correction

Under the GDPR regulations implemented on 25/05/2018, 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, please email or write to us at the following address:

[sales@parkerhydraulics.co.uk](mailto:sales@parkerhydraulics.co.uk)

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If the information you are referencing is company information, we would need the request to come from an authorized contact.

You may ask us to correct or remove information you think is inaccurate.

## Right to be forgotten

Under the GDPR regulations implemented on 25/05/2018, you have the right to be forgotten. We would require any request like this to be made in writing to the following address:

[sales@parkerhydraulics.co.uk](mailto:sales@parkerhydraulics.co.uk)

Parker Hydraulics and Pneumatics Limited

Ashbourne Industrial Estate

Mile Cross Lane

Norwich

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## Cookies

Cookies are text files placed on your computer to collect standard internet login information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

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

## Other websites

Occasionally our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## Changes to our privacy policy

We keep our privacy policy under regular review, and we will place any updates on this web page. This privacy policy was last updated on 17<sup>th</sup> January 2020.



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## How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

by email – [sales@parkerhydraulics.co.uk](mailto:sales@parkerhydraulics.co.uk)

or:

by post -

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