

Privacy Policy

Who we are

Welcome to the website of Rob Pond Ltd.

Our postal address is:

Unit 2, Glenmore Trade Park
Greenwich Way
Andover
Hampshire
SP10 4EY

ROB POND LTD respects your privacy and is committed to protecting your personal data. This privacy policy has been written to provide you with information about:

- what data we collect from you
- how your personal data is collected from you
- how we use your personal data
- your legal rights relating to your personal data

ROB POND LTD is the controller and is responsible for your personal data (collectively referred to as "ROB POND LTD", "we", "us").

ROB POND LTD does not knowingly collect data relating to children.

Types of data we collect

Data for Legitimate Interests

The personal data ROB POND LTD collects may include, but is not limited to:

- Contact names
- Email addresses
- Phone & fax numbers
- Addresses
- Bank details

We do not, and will never, sell any of your personal data.

How we collect personal data

Google Analytics

When someone visits www.robpond.com we use a third-party service, 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 only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Other methods

The methods in which we collect data may include, but are not limited to:

- Direct contact from existing/potential customers
- Publicly-listed information (e.g. company addresses)

How we use your personal data

Mailing Lists

As part of the registration process for our e-newsletter, we collect personal information. We use that information for a couple of reasons: to tell you about our products/services; to contact you if we need to obtain or provide additional information; to check our records are right, and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

Third Parties

ROB POND LTD does not use 3rd party software to collect any personal information.

How we use your personal data

All the data we collect is used specifically for legitimate interests; these may include, but are not limited to:

- To inform you about our products/services
- To inform you of changes to our products/services
- To fulfil contracts undertaken by our customers
- To ensure the information we hold for you is accurate

We ensure the use of personal data is used only for legitimate purposes, and only when your interests and fundamental rights do not override our legitimate interests.

Your privacy rights

You have the following rights:

- The right to ask for a copy of personal data that we hold about you (the right of access)
- The right to request that we delete personal data held on you; where we no longer have any legal reason to retain it (the right of erasure or to be forgotten) – *please note this may cause a contract to be cancelled, if the information requested to be deleted is required for said contract*
- The right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you (the right of rectification)
- The right to opt out of any marketing communications that we may send you and to object to us using / holding your personal data if we have no legitimate reasons to do so (the right to object)

- The right (in certain circumstances) to ask us to 'restrict processing of data'; which means that we would need to secure and retain the data for your benefit but not otherwise use it (the right to restrict processing)
- The right (in certain circumstances) to ask us to supply you with some of the personal data we hold about you in a structured machine-readable format and/or to provide a copy of the data in such a format to another organisation (the right to data portability).

If you wish to exercise any of the above rights, please contact us using the contact details at the beginning of this privacy policy.