

PRIVACY POLICY

At Robert Cole Ltd we take protecting your privacy extremely seriously. It is important to us that you trust us with your personal information and to prepare for the new GDPR compliance regulations which are to be implemented on 25th May 2018. We want to make sure that you understand what information we hold about you and how we collect, store and process it in order to provide our services to you.

PERSONAL INFORMATION

The personal information stored is limited to name, company name, address, telephone numbers and email address (if provided). This information is required for accounting and marketing purposes. If any of your personal information changes or you believe that any of the information we hold is incorrect, please let us know by telephoning 01409 253629 or emailing gdpr@robertcole.co.uk

What do we use your Personal Information for?

- For accounting purposes, i.e. producing invoices for machinery purchased, or providing quotes for services when an enquiry has been made
- Registering your name, address and machinery purchase with Manufacturers for warranty purposes
- Providing your name, address and purchase details to JCB Finance if Finance Options are required. (Separate Consumer Credit Policy available on request)
- To carry out a trade reference as requested by you when a new account is opened

How do we protect your Personal Information?

We aim to protect your Personal Information in the following ways:

Storing information in secure locations, including information stored electronically.

Destroying information which is no longer relevant unless there is a legitimate reason or statutory obligation to retain it.

Minimise where practicable, the number of staff or third parties who have access to your information and ensure that we carry out due diligence checks on any third parties who we may involve.

What are your rights?

You have the following rights regarding your Personal Information:

to make a request to see the Personal Information we hold about you

to ask us to erase Personal Information that we hold about you, unless there is a statutory, regulatory or otherwise legitimate reason for us not to comply (we will always provide you with more details about your rights in our response to your request).

to ask us to provide you or a third party with the Personal Information we hold about you.

If you wish to exercise any of your rights regarding the Personal Information we hold about you, please make a request by email to gdpr@robertcole.co.uk or in writing to our address below.

You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA with regard to your personal data.

Marketing

We may contact you in the ways described in our Privacy Notice or in any other way about similar products and services to those you have purchased, unless you tell us that you would prefer not to receive such marketing information.

You can telephone, write or email gdpr@robertcole.co.uk at any time to opt-out of receiving such marketing from us. If you no longer wish to be contacted by other third parties for marketing purposes please follow the instructions in their marketing communications, or consult their privacy policies for further information about unsubscribing.

Contact Details

If you have any questions about this Privacy Notice or our treatment of your personal information, you can write to us by post at Robert Cole Limited, 1 Kingfisher Units, River Tamar Way, Holsworthy Industrial Estate EX22 6HL or telephone us on 01409 253629 or email us via gdpr@robertcole.co.uk