



Privacy, GDPR and Cookies Policy

Introduction

Saderet Limited ("Saderet", "us", "we", or "our") owns, operates and is the controller for <http://www.saderet.co.uk> (the "Site"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site and via email. It sets out the responsibilities of Saderet Limited and its employees in regards to our storage of information and what the data is used for.

It also exists to act as a source of information and guidance for those working at Saderet Limited to help them understand and uphold our company data protection responsibilities.

By using the Site, you agree to the collection and use of information in accordance with this policy. This Privacy Policy was designed to inform you ('User') of how we collect, use, and disclose your personal data/information ('Personal Information') when you use our Services. Your Personal Information is information about you or that is associated with you.

We take the privacy and security of your Personal Information very seriously. We will never use or share your information with anyone except as described below in this Privacy Policy.

Representatives

Data Controller: Josh Smith (Technical Director)

Data Protection Officer: Josh Smith (Technical Director)

What information do we collect

While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Through our services we collect user's personal information only when they voluntarily provide it via one of the methods below:

- Filling-out and submitting online forms (e.g. 'Contact Us', 'Request Quote', etc.);
- Emailing employees within our company;
- Participating with our social networking platforms (LinkedIn).

Basic personal and employment information that may be collected (but not limited to) is:

- Full name;
- Email address;
- Company name;
- Company address;
- Delivery address;
- Contact telephone number; and
- Job title

Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data").

This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this.

We do not collect and store sensitive personal data. Financial information relating to bank accounts is received via email and is never knowingly passed onto any third parties.

If you do not want us to collect and/or process your Personal Information, please do not share it with us.

Children's Privacy

We do not knowingly collect any Personal Information from any individuals under the age of sixteen without the consent of their parent or guardian. Our Services, products, solutions, and technologies are all directed and marketed to individuals who are at least sixteen years of age or older.

If you are a parent or guardian and know that your child or children have provided us with any of their Personal Information, please contact us. If it becomes known to us that a child has provided Personal Information without the consent of a parent or guardian, we will take measures to permanently delete and remove the information from our systems.

Third Party Websites

Our services may contain links or URL's to external or third-party websites. If you click on these links and are redirected to external websites, we no longer assume responsibility or control over said websites. These external websites do not fall under this Privacy Policy and any personal information that you provide while on external websites are governed by their own policies and terms & conditions.

This Privacy Policy applies only to our site and services. We recommend that you review the policies and terms & conditions of each external website you visit when redirected from our site or services carefully.

We have no control over, and assume no responsibility for the content, policies, and terms & conditions of external or third-party websites.

Cookies

Like many sites, we use "cookies" to collect information. Cookies are files with small amounts of data, which store your computer and login information such as user ID, other preferences and may include an anonymous unique identifier. Information collected includes (but not limited to):

- Date and time of access;
- IP (Internet Protocol) address;
- ISP;
- Browser type and version;
- URL of referring website;
- Pages accessed on our site

We use cookies to provide you with better services and a better user experience as they allow us to

analyse trends, track user movement on our site and monitor pages that users find most helpful and which are not. Cookies do not give us access to your computer or any information about you, other than the data you choose to share with us by allowing Cookies to be tracked.

Cookies are sent to your browser from a web site and are stored on your computer's hard drive. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

We use analytical/performance Cookies to recognize and count the number of visitors, track visitor access and site navigation information. This improves the way the Services work, by ensuring that users are easily finding what they are looking for. We may use third-party analytics tools such as Google Analytics to measure traffic and usage trends for the Services.

Please be aware that third-parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies (such as Facebook, LinkedIn, Twitter, YouTube, etc.).

The cookies we use are designed to help you get the most from our Services, but, if you do not wish to receive cookies, most browsers allow you to change your cookie settings. Please note that if you do not accept cookies, you may not be able to use the full functionality of our Services. These settings are typically found in the “options” or “preferences” menu of your browser.

How do we use personal information?

The information we collect from you which has been voluntarily provided by Users, may be used in the following ways (but not limited to):

- **Sales enquiries and invoicing**: Your information is required for us to communicate with you to provide you with our services in processing and fulfilling purchase orders;
- **Tailoring your experience**: Your information allows us to better respond to your individual needs;
- **Improvement of our services**: We always strive to improve our services based on the information and feedback we receive from users and data may be used in staff training
- **Newsletters/Workshops**: Contacting you with periodic company update related emails or workshop invitations. If at any time you no longer wish to receive these emails, you can unsubscribe, be removed, or opt-out via the link located at the bottom of these emails or email sales@saderet.co.uk and inform us that you no longer wish to receive these emails;
- **Service Issues/Updates**: Contacting you about sale, service, or warranty issues and updates;
- **Legal obligations**: Your information may be used in the prevention of fraud if required by law enforcement, regulators, and other legal parties

What legal basis do we have for processing your personal data?

We process the above data based on the following legal ground:

- **Consent**: The consent of a data subject to the processing of his/her personal data
- **Legitimate interests**: namely providing the services, for marketing purposes, and communicating with users (provided these are not overridden by your interests and fundamental rights and freedoms – this includes our own legitimate interests) e.g. to

- contact/respond to your requests or inquiries and provide the services to you
- **Contractual necessity**: Processing is needed in order to enter into or perform a contract
 - **Legal obligation**: The controller is obliged to process personal data for a legal obligation laid down by EU law e.g. investigations into stolen goods

When do we share personal data?

We share personal data with third party delivery courier companies (e.g DHL, FedEx) when organising collections in order to conduct our business operations. The data is shared either via the delivery couriers official website or over the phone when arranging a collection.

Limited data (e.g Company name) would potentially be shared with third party accountancy service providers that perform tax and accounting services for us.

We may share Personal Information with our business partners in order to improve your experience. For instance, if you submit a sales enquiry about a product in a certain region, we will share your information with that region's local dealer/distributor so they can respond to your enquiry.

If required, personal data would be shared with law enforcement, regulators, and other legal parties if requested for legal reasons. Personal data would be passed on to such parties if we reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) protect the security or integrity of the Services; and/or (c) exercise or protect the rights, property, or personal safety of Users of the Services, or others.

We reserve the right to use or disclose any information without notice or consent as needed to satisfy any law, regulation, or legal request; to conduct investigations of consumer complaints or breaches of the law; to protect the integrity of our Services, rights, and our property; or to cooperate in any legal investigation.

Where do we store and process personal data and how to we secure it?

Digital records and physical copies of email correspondence, orders, invoices are stored and processed in our security protected office in the Isle of Man.

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

We run the latest versions of anti-virus and malware software to protect our computers from external IT threats and only use official websites. Our staff are trained in good IT practices, data security and office security.

How long do we keep your personal data for?

For no longer than necessary for the purposes set out and in accordance with our legal obligations and legitimate business interests.

With regards to order processing, data is kept for 6 years for tax/financial record keeping purposes and after that the data is industrially shredded.

Your rights in relation to personal data

Your Personal Information is only used for the purposes outlined above in this Privacy Policy and will never be rented, or sold to any third-party.

Under the GDPR, we respect the right of data subjects to access and control their personal data. Customers have the rights to withdraw their consent and request correction or deletion of their information in our system at any point. Customers can exercise their rights by contacting us using the contact details below and we will respond accordingly. Customers must verify their identity with us by emailing us using the email address that the data is associated with.

Data subject rights may be limited if the data subject requests correction/deletion of data that may expose personal data about another person, or if we are requested to delete data which we are required to keep by law.

Opt-Out

If you no longer wish to receive our newsletter or workshop invitations, you may unsubscribe, be removed, or opt-out at any time via a link at the bottom of such mailing services or marketing emails. If, for some reason, your efforts to unsubscribe, be removed, or opt-out are unsuccessful, please send a request to sales@saderet.co.uk for removal.

Changes To This Privacy Policy

This Privacy Policy is effective as of 03/01/2020 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time without notice and you should check this Privacy Policy periodically. Your continued use of our services after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

How to contact us

If you have any questions or concerns regarding our privacy practices or storage of your information, please contact us by emailing: sales@saderet.co.uk