



## **Arrowquint Ltd Privacy Statement**

Arrowquint Ltd [Arrowquint] is committed to protecting your privacy and this statement sets out how Arrowquint will use and protect any information that we collect from you or that you provide to us.

Arrowquint is registered with the Information Commissioners Office (ICO) as a data controller.

Arrowquint Ltd, registered Office, Unit 2 Sanders Close, Finedon Rd Industrial Estate, Wellingborough, Northamptonshire, NN8 4HQ.

This statement will be reviewed from time to time and may change because of that review. This statement is effective from April 2018.

### **Data we may collect from you**

We may collect the following information:

- name and job title
- Information provided during by you during telephone calls or emails
- contact information including email address, (we may also collect information that is available from your browser) and telephone number
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers
- We may keep a record of any correspondence that you send to us.
- Details of your visits to our website including but not limited to, traffic data, location data, weblogs and other communication data and the resources that you access.
- Details of transactions you carry out through the website, purchasing history and of the fulfilment of your order.
- Bank details
- Information provided in a CV or application form
- Information submitted via a social media application, such as information provided on a LinkedIn Home page

### **What will we do with the information that we gather?**

Your data will only be used for the purposes indicated when the data is submitted or collected. Renmar does not use automated decision making tools / software in any aspect of its business operations.

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- To fulfil a contractual obligation to provide you with goods
- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.



- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.
- Providing our customers with the appropriate support, information, products and services in relation to any contractual obligations.
- Bank details to process payments such as, invoices or to set out direct debit instructions for clients.
- To enable our authorised subcontractors to install goods or products purchased from us.
- To fulfil our contractual and legal obligations to our employees.

### **Disclosure of your data**

We may share your data with any member of the Arrowquint team.

- We will never sell your details to a third party
- Where we outsource any of our business functions under which we collect or store your data, in which case we will ensure that any such provider follows the same obligations of security with regards to your data as us.
- Where we are legally obliged to disclose or share your personal data to comply with any legal obligations, or to protect our rights, property, or safety of our employees, our clients or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### **Service Providers**

We work with carefully selected service providers that carry out certain functions on our behalf. These include;

- Delivery services
- Installation services

We only share the appropriate level of personal information necessary to enable our suppliers to carry out their services and we require them to keep the information safe and protected always. Our suppliers must only act on our instructions and can't use your personal information for their own purposes.

### **Direct marketing**

If you've given us your consent, we may use the information we've collected about you to send you marketing offers and news about our products and services using various channels such as mail, phone, and email.

We'll ask for your consent when you enquire about our services through our application form or when you contact us online. You can remove your consent at any time by writing to or sending an email to us at the address below.

We won't sell your personal information to other organisations outside of Renmar for marketing purposes.



### **Where we store your data**

Physical files, (such as paper copies of invoices and delivery notes) are stored within our offices with physical restrictions to accessing this data.

All electronic data provided is stored on a physically secure local server with appropriate restricted access and electronic procedures. The data on the server is backed up with a removal encrypted USB Storage device. This information will not be transferred outside of the European Economic Area.

Client and prospective client information is held on our stand-alone CRM system, which is a Microsoft Access program. We utilise Mailchimp to store our client and prospective client mailing lists and these are password protected, a copy of their privacy policy can be read at <https://mailchimp.com/legal/privacy/>

Mailchimp operates in the United States so information held on our mailing lists may be transferred to, stored or processed in the United States. You can obtain a copy of the safeguards and any other of Mailchimp's data protection documentation by visiting <https://mailchimp.com>, or applying via post to Mailchimp, The Rocket Science Group, LLC, 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA.

### **Security**

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

We're committed to ensuring your information is protected and held securely. However, the internet is not a secure medium and we can't accept responsibility for the security of an email during transmission or for non-delivery of that email.

### **Retention of data**

We will not collect more information than we need to fulfil our stated purposes and will not keep it for longer than is necessary.

Further information relating to specific data and the retention period applicable is available upon request from Renmar.

### **Your rights**

You have the right to ask us not to process your personal data for marketing purposes. We would usually inform you when we collect your contact details that we would wish to use your data for



marketing purposes and ask for your consent. If you wish to change your mailing preferences or opt out of specific marketing communications, then you may notify us using the unsubscribe option within the email or contact us using details listed below.

### **Access to information**

You may request details of personal information which we hold about you. If you would like a copy of the information held on you, please write to the address listed below.

### **Accuracy**

We will take reasonable steps to ensure the accuracy of the information that we hold. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the address listed below. We will promptly correct any information found to be incorrect.

### **Right to withdraw your consent**

If you no longer wish us to hold information on you, or no longer wish to receive communications from us, then you may unsubscribe from our mailing lists, by either clicking on the 'unsubscribe' link at the bottom of any marketing material we send you, or contact us using the details listed below.

### **Right to complaint**

Whilst we will always treat your information with respect and take all reasonable steps to keep that information safe, if you are concerned about any aspect of the way in which we control or process your data you may contact us using the details below.

This will not affect your right to lodge a complaint with the Information Commissioners Office should you wish to do so.

### **Contacting us**

If you have any questions, comments, information and requests relating to our privacy policy you can be contacted via the following;

Email :            sales@arrowquint.co.uk  
Telephone:        0845 0655455  
Address:           Arrowquint Ltd  
                      Unit 2 Sanders Close  
                      Finedon Road Industrial Estate  
                      Wellingborough  
                      Northants  
                      NN8 4HQ