

**Privacy Policy**

BiS Valves Ltd., Units 17-23 Kingfisher Park, West Moors, Wimborne, Dorset, BH21 6US, United Kingdom

Date of issue 10th May 2018

**Privacy Statement (Customers & Suppliers)**

At BiS Valves we understand that your privacy is important to you and that you care about how your personal data is used. We are committed to processing personal information about our customers in ways that comply with our legal obligation as well as being clear with our customers about what we do with their personal information.

This Privacy Statement explains how we use your personal data (being any information that enables you to be identified); how it is collected, held and processed. It also explains your rights under the law relating to your personal data.

**Your rights**

Under the GDPR, you have the following rights, which we will always work to uphold:

* + - 1. The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
      2. The right to access the personal data we hold about you. Part 10 will tell you how to do this.
      3. The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
      4. The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
      5. The right to restrict (i.e. prevent) the processing of your personal data.
      6. The right to object to us using your personal data for a particular purpose or purposes.
      7. The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
      8. Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

**Personal information we collect**

We collect a range of personal information relating to you, including:-

* Name
* e-mail address
* telephone number
* business name and address
* IP address
* Job title
* Profession
* Payment information

Any other information you choose to provide us when completing on-line contact forms.

This information is obtained directly and not through a third party.

**How we use your personal information:**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one ofthe following purposes:

To maintain our relationship with you whilst you are a customer

To process, order and provide agreed goods and services

For invoicing, processing payments, account set up and maintenance

To communicate with you including to respond to information requests/enquiries submitted

To obtain credit references

**Marketing**

We may send you occasional direct marketing in relation to our own products and services by phone or by post as long as we have received your consent to do so.

You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

You can choose to opt out of receiving direct marketing from us at any time, through the ‘Unsubscribe’ link at the bottom of any marketing communication or newsletter.

**How long will we keep, and where do we keep your personal data**

We will not keep your personal data for any longer than is necessary. We will retain the information for the length of time required by the legal bodies that govern our business.

Wemay store or transfer some or all of your personal data in countries that are not part of the European Economic Area (the “EEA” consists of all EU member states, plus Norway, Iceland, and Liechtenstein). These are known as “third countries” and may not have data protection laws that are as strong as those in the UK and/or the EEA. This means that wewill take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR.

We will not share any of your data with any third parties for any purposes, subject to one important exception.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

**How can I access my personal data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

**How do I contact you**

To contact us about anything to do with your personal data protection, including making subject access requests, please use the following details:

Email: [judith.liddle@bisvalves.co.uk](mailto:Judith.liddle@bisvalves.co.uk)

Telephone: +44 (0)1202 896322

Post: BIS Valves Ltd, 17-23 Kingfisher Park, West Moors, Wimborne, Dorset, BH21 6US

Wemay change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.