

# Lotinga Industrial Doors

## GDPR Policy

This GDPR Policy explains how we use the personal information we collect about you / your Company and how it is managed.

- 1. Security of Data** – Data is held on a password protected computer. Paper data is stored in a locked office which is only accessed by authorised personnel and is never left unlocked and unattended. The building has CCTV which can be accessed remotely and an Intruder Alarm which is connected to a monitoring centre.
- 2. Disposal** of paper documents is via incineration on site.
- 3. Transportation** - Data will never be transported to another location, apart from the year end, when the Sales and Purchase Ledger will be taken to our Accountant personally by a Senior Partner.
- 4. Permission** - Data Retention Permissions are collected in various ways and logged on the GDPR Permissions Spreadsheet.
- 5. Customer Credit Facilities.**

When applying for a credit application, you will be asked to sign to accept your information being used to decide about your application and to maintain your account and for debt collection purposes.

If your account is not used after 3 years, your application will be destroyed.

Account information will only be given to third parties for fraud prevention purposes or if required by law. This information is only held in paper format, not electronically.
- 6. Incoming Payments**

Most incoming payments are made either in BACS or Cheque format. If a card payment is made, the vendor copy is stored in paper format only with no other identifying personal information in a stand-alone file in the locked office. Lotinga hold a Certificate of Validation with Worldpay for the card reader. The data is destroyed after 3 months.
- 7. Sales Ledger**

Invoices are held on a password protected computer and in paper format in a locked office. It is a requirement of HMRC to retain invoices and sales data.
- 8. Marketing**

Marketing sent via email will be to inform you of new offers or information we feel you might find helpful. We do not make marketing phone calls.

Marketing emails are sent out via Mail Chimp and you will receive them if you have opted in. You are able to opt out at any time.

Marketing sent via post will be for informing you about new health and safety issues or regulations and providing information on what devices can be purchased or actions taken to assist or comply. We have an obligation to provide you with Health and Safety Advice.

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## 9. Quotations

Quotations are accompanied by a Privacy Notice and Order Confirmation Forms will incorporate Consent Authorisation. Quotations for new enquiries are kept for 2 years in the event an enquirer decides at a much later date to go ahead; however, if orders are not forthcoming, they are destroyed. We do not send marketing emails to enquirers who do not become customers. Quotations are retained electronically and in paper format.

## 10. Withdrawal of Consent

You can withdraw consent at any time by putting in a written request; however, any information that we have a legal obligation to retain; such as sales, health and safety and payment information data cannot be withdrawn.

Withdrawal of permissible data such as your contacts, details of works carried out and premises/building information may hinder our ability to continue to provide you with a service.

## 11. Website

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit '[www.aboutcookies.org](http://www.aboutcookies.org)' or '[allaboutcookiescookies.org](http://allaboutcookiescookies.org)'.

A browser can be set to not accept cookies and the above websites tell you how to remove cookies from a browser. However, in a few cases some of our website features may not function as a result.

## 12. Other Websites

Our website contains links to other websites. This policy only applies to our website, so when a person follows a link to other websites they should read their own privacy policies.

## 13. Third Parties

No sharing of information to Third Parties is done unless required to so do by law.

## 14. Access to Information and Correction.

Everyone has the right to request a Data Subject Access Request. If they would like a copy of some or all your personal information, you must email '[admin@lotingadoors.co.uk](mailto:admin@lotingadoors.co.uk)' or write to us. We may make a small charge for this service. We should respond to this request within a reasonable amount of time. Staff dealing with this request must ensure the identification of the person requesting it and ensure the data is only passed to that person using a secure method.

## 15. Informing the Public

Our Privacy Notice can be found on our website or can be provided on request.

## 16. Changes to Our Policy

This policy will be kept under regular review and an impact assessment should be carried out whenever a new technology or processing system is proposed. Updates will be placed on the web page and customers will be informed of changes either via email or post. This policy was last updated on 25 April 2018.

You can get further information on how your information is used, how we maintain the security of your information, and your rights to access information we hold on you by emailing us.