

Privacy Statement for Ian's Electric Engines Limited

This Privacy Statement was last updated in July 2019.

Ian's Electric Engines Limited is committed to safeguarding your privacy. Please read the following privacy statement to understand how we collect and process your personal data / information from our website:

<https://www.ianselectricengines.co.uk>

or related domain names which divert to our main site:

<https://www.ians-electric-engines.co.uk>

<https://www.ians-electric-engines.com>

<https://www.ianselectricengines.com>

<https://www.ianselectricengines.uk>

or data we collect in other ways, verbally, in writing, email, telephone, text etc. when you interact with Ian's Electric Engines Limited.

Data controller:

Ian Jones.

Ian's Electric Engines Limited.

11 Carnoustie Close,

Hilltop,

Bromsgrove

Worcestershire,

B61 7NP

Tel. 07947 076988

Email: ians.electric.engines@gmail.com

What personal information does Ian's Electric Engines Ltd. collect?

Ian's Electric Engines Limited only collects necessary personal information from you for our own business purposes when you provide it to us directly via telephone, in writing, email, text etc. or when you complete the online contact form on our website. For example:

- Information about yourself, and, if applicable, the company you work for, provided to us by you when you contact us via our website, telephone, email, text, verbally, in writing or other means, is held on record. This may include your name and the contact details you submit, including email address, telephone number and address (if given by you), and if applicable, your company or group name and details, and information about how you heard about the company and products (if you provide this information to us).
- If you use our website, cookies may be used by our web hosting service provider, or to enable certain functions to operate effectively, or for the site to load quicker on your computer in the future, but we do not use cookies for gaining personal information about you or for targeted advertising via third parties. We aim not to use cookies where possible, but have included a cookies permission checker facility on the website, which itself uses cookies to log what permissions you have given for any cookies that this site may use now or in the future. A list of the cookies used by our site will be displayed in our separate cookies policy which is available on our website.

- Records of your interactions with us, e.g. if you phone, write, send email or complete an online website enquiry form, to enquire about our products, ask a technical question, report a problem or otherwise contact us.
- If you interact personally with one of our representatives, for example at our offices, a show or customer premises.
- Our website is for visitor information and enquiries only, no financial transactions are carried out via our website.
- However, we will hold necessary data from you given in other ways e.g. in writing, email, text, verbally etc. in relation to transactions, billing and delivery information, if you make a purchase with us or we purchase items from you or your company.
- We do not collect/use personal information from visitors to our website site, unless you complete the online enquiry form.
- We try to avoid the use of cookies as far as possible on our website. However our website or the plugins used to make it function correctly may need to use cookies for functional and analytic purposes but we do not use cookies to collect personal information for targeted marketing, advertising, or to sell to other third parties etc.
- We also have a separate YouTube channel and our website contains links to this channel and to the individual videos on that site. If you view content directly on the YouTube website or you click on a link to our YouTube channel or a video from our website, you must be aware that once you are directed to the YouTube website, that third part website will use its own YouTube functions and cookies for analytics etc. and you must therefore view YouTubes own Privacy Policy and Cookies policy and make changes to your preference accordingly on the YouTube site. We cannot access or utilize specific identifiable information about individual visitors to the YouTube site, unless the visitor chooses to subscribe to our YouTube channel and identifies themselves. However, we do not use that information.

How does Ian's Electric Engines Limited use my personal information?

Depending on the nature of your contact with Ian's Electric Engines Limited and your interactions with us, and the permissions you give us, we will use your personal information for the following purposes:

- For administration and business purposes e.g. to contact you and to fulfil your order and/or provide you with the services or information you have requested.
- To manage and respond to any queries or complaints.
- For our own market research, e.g. we may contact you for feedback about our products. We do not share that information with others.
- To improve our business and website, for our own analytical purposes.
- To send you marketing literature, email or messages, where we have your consent or are otherwise permitted to do so.
- For security purposes, to investigate fraud and where necessary to protect ourselves and third parties.
- To comply with our legal and regulatory obligations.

We rely on the following legal bases, under data protection law, to process your personal information:

- Because the processing is necessary to perform a contract with you, or take steps prior to entering into a contract with you (e.g. where you have made a purchase with us, we use your personal data to process the payment and fulfil your order).
- Because it is in the legitimate interests of Ian's Electric Engines Limited and your company, where you are submitting orders on your company's behalf.
- Because we have obtained your consent (e.g. where you contact us with a query, where you have given us additional information, or if you consent to receive marketing from us).
- Because it is in Ian's Electric Engines Limited legitimate interests to maintain and promote our services. We are always seeking to understand more about our customers in order to offer the best customer experience.

With whom does Ian's Electric Engines Limited share my personal information?

Ian's Electric Engines Limited needs to share information with certain selected third parties in order to operate and run our business:

- **Service Providers and Suppliers:** We may occasionally need to provide information to our service providers / suppliers (e.g. for personalized graphics, which may be best dealt with directly between the customer and our supplier), as well as to those third parties involved in the delivery chain (for example freight forwarders, couriers and delivery companies). On occasion, we may also share personal information with our professional and legal advisors (e.g. for audit purposes etc.).
- **Government Authorities:** Where your order is due for delivery outside the UK, we may need to share information with customs authorities both in the UK and in the country of destination. We may also share personal information with law enforcement or other governmental authority, e.g. to report a fraud or in response to a lawful request.
- **Media:** From time to time, we may release aggregated and anonymized marketing statistics to business partners, or may use these in press releases, advertising, or published reports. We would only personally identify you or any other customer in such press releases, advertising, or reports with your prior consent.
- **Business or Asset Sale:** In the event that we sell any business assets, the personal information of our customers may be disclosed to a potential buyer. In this event, we will make reasonable attempts to ensure the buyer will be bound by the terms of this privacy statement.

Ian's Electric Engines Limited may also disclose personal information in cases where we believe the disclosure is necessary to protect the rights, property or personal safety of Ian's Electric Engines Limited, our customers, employees or the public, or where we are otherwise legally permitted to do so.

Does Ian's Electric Engines Limited sell personal information to third parties?

No - Ian's Electric Engines Limited does not sell personal information to third parties.

Where does Ian's Electric Engines Limited store my personal information, and how long for?

We keep your personal information for as long as we need it for the purposes set out above, and so this period will vary depending on your interactions with us.

For example:

We will generally retain information gained from one-off online, email, telephone and other enquiries for a period of five years, unless an enquiry is followed by an order.

Where you have made a purchase from us, we will keep a record of your purchase for the period necessary for invoicing, tax, warranty, and after sales service purposes. We may also keep a record of correspondence with you (e.g. if you have made a complaint about a product, for as long as is necessary to protect us from a legal claim, or you have enquired about other or future products).

We will consequently retain all information relating to a customer purchase for a period of year 20 years unless you advise us otherwise.

Please note that where you have purchased a product but asked not to receive marketing communications, we will keep a record of your contact details, for aftersales service purposes, unless instructed otherwise by you, but will ensure we do not send you marketing emails or other types of marketing correspondence in future.

What does Ian's Electric Engines Limited do to protect my personal information?

Ian's Electric Engines Limited always aim to deliver the highest level of service and security to our customers.

We use Secure Sockets Layer (SSL) software to transfer personal information from our website (e.g. from the on-line enquiry form).

However, transmission of information (including personal information) over the internet is not entirely secure, and if you submit any information to us over the internet (whether via our website, email, text, apps or any other means, you do so entirely at your own risk. We cannot be responsible for any costs, expenses, loss of profits, harm to reputation, damages, liabilities or any other form of loss or damage suffered by you as a result of your decision to transmit information to us by such means.

We do not have facilities for online credit or debit card payments, so we do not hold digital information on customer bank accounts etc.

Where direct bank payments are made, these transactions take place directly between the customers own bank and Ian's Electric Engines Limited bank (Lloyd's Bank) and sensitive information is not accessible by Ian's Electric Engines Limited.

We will never ask you for your online password or card details in an unsolicited phone call or in an unsolicited email (or in any other circumstance).

How does Ian's Electric Engines Limited use my personal information for marketing?

Unless requested otherwise, Ian's Electric Engines Limited may contact you via letters, emails, phone or text regarding Ian's Electric Engines Limited products and services. In addition, we may occasionally send you direct mail about products that we feel may be of interest to you.

It is likely that some or all of these communications will be personalised to you, based on what we know about you and/or your company.

If you no longer want to hear from us, at any time you can:

- Email us on ians.electric.engines@gmail.com
- Telephone us on 07947 076988

- Write to us at: Ian's Electric Engines Limited, 11 Carnoustie Close, Hilltop, Bromsgrove, B61 7NP.

While you may see adverts for Ian's Electric Engines Limited on third party websites, in magazines, social media etc. these are general adverts and are not targeted advertising from us to you specifically.

How can I access, update, correct or delete my personal information?

If you have a query regarding your personal information, please contact us using the details below. Under UK data protection law, you have the right to access, correct, and request the erasure of your personal data, and Ian's Electric Engines Limited will comply with any requests to exercise these rights in accordance with applicable law. Please be aware, however, that there are a number of limitations to these rights, and there may be circumstances where we are not able to comply with your request.

- Email us on ians.electric.engines@gmail.com
- Telephone us on 07947 076988
- Write to us at: Ian's Electric Engines Limited, 11 Carnoustie Close, Hilltop, Bromsgrove, B61 7NP.

Cookies

Cookies are files containing a piece of data that is sent from a website to a browser to record information about users of a website. It is then stored by the browser and an identifier is sent back to the server each time the browser requests a page from the server.

We may use traffic log cookies now or in the future to identify which pages are being used. This helps us analyze data about webpage traffic and improve our website in order to tailor it to our viewer's needs. We will only use this information for statistical & analytical purposes.

A cookie does not give us any access to your computer or any personal information about you, other than the data you choose to give us.

Our website will not use cookies to collect personally identifiable information about you. However, if you wish to restrict or block the cookies which are set by our website, or any other website, you can do this through your browser settings. The help function within your browser should tell you how.

We use cookies and similar technologies on or via our website. For further information on how we use cookies and similar technologies and how we collect data through these technologies, please see our cookies policy. (available on our website). Cookies used within our website are listed in that separate cookies policy.

Cookies from links within our website to other, third party websites.

Our website includes some links to third party websites e.g. links to videos and brochures on **YouTube**. These links will direct you to the third party website and will consequently behave in the exact same way as if the visitor has visited the third party website directly.

These third party websites will consequently collect data about you, use cookies, embed third party tracking and monitor your interaction with that content, including tracking your interaction with the site in accordance with their own cookies policy and privacy statement, and will also react and respond to you to you accordingly, particularly if you already have an account with that third party site and are logged in. You are therefore advised to view the YouTube privacy and cookies policy.

Contact Us

For questions regarding this privacy notice or how we use your personal data, please contact us in one of the following ways:

- Data protection officer: Ian Jones
- Email us on ians.electric.engines@gmail.com
- Telephone us on 07947 076988
- Write to us at: Ian's Electric Engines Limited, 11 Carnoustie Close, Hilltop, Bromsgrove, B61 7NP.

You are also entitled to contact the UK Information Commissioner's Office if you have any questions or concerns regarding your personal information.

Updates to this Privacy Statement

We may change this privacy statement from time to time in order to reflect changes in the law, regulatory guidance or our data privacy practices in compliance with the law. When this happens and where required by law, we will provide access to a new or an updated notice detailing how the use of your personal information is changing and, if necessary, obtain your consent for the further processing. A copy will be available on our website.

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