

# Truswell Company Privacy Policy

## About Us

John Truswell & Sons (Garage) Ltd and its associated trading names are a registered company in England (Company Number 362763) our registered office address is Fall Bank Industrial Estate Dodworth Barnsley S753LS.

## Privacy Notice

This notice aims to advise you of how John Truswell & Sons (Garage) Ltd collect and process your personal data through your dealings with us and/or your use of our web site. This privacy policy will explain how our organization uses the personal data we collect from you when you use our services or website.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- What data will we disclose?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How may we use cookies?
- What types of cookies may we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
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## **What data do we collect?**

Our Company collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Financial Data, bank account and payment card details.
- Transaction details about payments and services provided.
  
- Technical details, internet protocol (IP) address. Login data, browser type/version, time zone, operating system and platform used by the devices you use to access our website. Usage data, information about how you use our website and our goods and services.
- Marketing and communications data, information about your preferences in receiving marketing and other information from us.

## **How do we collect your data?**

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online or place an order by email, post, fax, telephone or otherwise for any of our services.
- Voluntarily complete a customer survey or provide us with feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Create an account with us.
- By third party or publicly available resources, e.g., companies house or the electoral register.

Our Company may also receive your data indirectly from the following sources:

- As a consequence of servicing our existing customers who you may have purchased goods and services from.

## **How will we use your data?**

Our Company collects your data so that we can:

- Process your order, manage your account and notify you of changes to our terms and conditions.
- Email you with special offers on other services we think you might like.
- To register you as a customer.

Our Company will only share your data with our partner companies so that they may offer you their products and services if you give us your express consent to do so.

When Our Company processes your order, it may send your data to, and also use the resulting information from, credit reference agencies in order to prevent fraudulent purchases.

## **Disclosures of data.**

We may share your personal data with third parties in order to fulfill the purpose of the business you have contracted us to carry out, for example to,

Service providers such as Palletline who provide a delivery network service.

Service providers who supply us with I.T. and system administration services.

Professional advisers.

When we are legally required to do so by court, government or regulatory body.

We may also disclose your personal data to a third party if we choose to sell, transfer, or merge parts of our business or our assets. In such cases the new owners may use your personal data in the same way as set out in this notice.

We require all third parties to secure your personal data in accordance with the applicable data protection laws and not to use your data for their own purposes other than to carry out the specific purpose in accordance with our instructions.

## **How do we store your data?**

Our Company has in place comprehensive physical and technical measures to securely store your data to reduce the likelihood of it being accessed by an unauthorized party. For security reasons we are unable to openly comment further in this document but should you have any concerns regarding data storage please contact a Truswell company Director.

We will restrict access to your data only to employees, agents, contractors and third parties on a business "need to know basis" all of whom are the subject of a duty of confidentiality.

Our Company will keep your personal and transactional data for as long as is required to satisfy any legal, accounting or reporting requirements. Once this time period has expired, we will delete your data.

## **Marketing**

Our Company would like to send you information about the various services we offer and think you might like to take advantage of, as well as those of our partner companies.

If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to stop Our Company from contacting you for marketing purposes.

## **What are your data protection rights?**

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** - You have the right to request from us copies of your personal data. Under certain conditions we may charge you a small fee for this service.

**The right to rectification** - You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete.

**The right to erasure** — you have the right to request that we erase your personal data, under certain conditions.

**The right to restrict processing** - You have the right to request that we restrict the processing of your personal data, under certain conditions.

**The right to object to processing** - You have the right to object to us processing your personal data, under certain conditions.

**The right to data portability** - You have the right to request us to transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at email: [richard@truswell.co.uk](mailto:richard@truswell.co.uk)

Call us at: 01226 348024

Or write to us: John Truswell & Sons Ltd, Fall Bank Industrial Estate, Dodworth Barnsley, S75 3LS.

## **What are cookies?**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## **How may we use cookies?**

Our Company may use cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website and services.

## **What types of cookies may we use?**

There are a number of different types of cookies, however, our website may use:

- **Functionality** - Our Company may use cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and what location you are in. A mix of first-party and third-party cookies may be used.
- **Advertising** — Our Company may use these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

## **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser but in a few cases, some of our website features may not function as a result.

## **Privacy policies of other websites**

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## **Changes to our privacy policy**

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 23 May 2019.

## **How to contact us**

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact our privacy manager Richard Truswell.

Email us at: [richard@truswell.co.uk](mailto:richard@truswell.co.uk)

Call us: 01226 348024

Or write to: Richard Truswell, General Manager, John Truswell & Sons Ltd, Fall Bank Industrial Estate, Dodworth, Barnsley, S75 3LS.

## **How to contact the appropriate authority**

We would always appreciate the opportunity to deal with any complaint or concerns you may have before you contact the UK Supervisory Authority for Data Protection issues. However, should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: ([www.ico.org.uk](http://www.ico.org.uk))

## **Policy Ownership.**

The Truswell Company Privacy Policy was reviewed by Ian Truswell, Director and approved by Richard Truswell General Manager.