

PRIVACY NOTICE

Polyhose (UK) Ltd respects the privacy of staff and customers and will only collect and use personal data in ways that are described here, and in compliance with your rights under the law.

Information about us

Polyhose (UK) Ltd, registered in England under company no. 1972709.
Registered address: 10 Bridge Street, Christchurch, Dorset, BH23 1EF.

This Privacy Notice explains how we use your personal data, how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

Rights:

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

- The right to be informed;
- The right of access;
- The right to rectification;
- The right to erasure;
- The right to restrict processing;
- The right to data portability;
- The right to object;
- The right not to be subject to automated decision making including profiling.

Personal Data Collected:

We may collect the following data:

Source of the Data	Type of Personal Data
When obtaining quotes/opening trade accounts, contact request through website, telephone or email	Applicants Name
	Trading/Business/Company name
	Trading/Business/delivery address
	Telephone number
	Sales Contact name
	Payment contact name
	Business website
	Business email address
	Payment method
	Business website/estimated annual turnover/principal business activity/trading since date/credit required
	Sole traders/Partner's full name
	Sole traders/Partner's home address
	Sole traders/Partner's telephone no.
Bank details; name/address/sort code/account no.	
Trade reference details	
Card details – if payment by card	Credit/debit card information

How Personal Data is used

Under GDPR we must always have a lawful basis for using personal data. This may be because the data is necessary to perform the process of a contractual sale, you have consented to our use of your personal data, or we have a legal obligation and the process is necessary to comply with the law.

Your personal data may be used for one of the following purposes:

- Providing and managing your account
- Supplying our products and services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising our products for you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email and/or post that you have opted in to (opt-out or unsubscribe available at any time at phuk.sales@polyhose.com)
- Processing payment for our product/services
- Obtaining references/credit check with your consent
- Dealing with warranty claims
- Detect and prevent fraud

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, contacting you by email/telephone/message/post with information, news and offers on our products and services. You will not be sent any unlawful marketing or spam.

Personal Data Retention

Personal data will only be kept for as long as it is necessary and relevant to maintain a business relationship. It will only be used for the purpose in which it was collected or to satisfy any legal requirements.

At the end of the retention period, your data will either be deleted completely or anonymised so that it can be used in a non-identifiable way for statistical analysis and business planning.

Personal data storage and transfer

Your personal data is stored in the UK, however we may transfer some of your personal data in countries that are not part of the European Economic Area, for example, your contact details for a product warranty claim to our suppliers located outside EEA. The countries outside EEA may not have data protection laws that are as strong as those in the UK and/or the EEA. This means that we will 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.

The security of your personal data is essential to us, and to protect your data, we will undertake a number of important measures such as encryption and password protection.

Sharing Personal Data

We may contract with third parties to supply products and services to you on our behalf. These may include payment processing, delivery and marketing. These third parties may require access to your personal data we hold.

Third Party Company	Purpose of sharing the personal data	Category of personal data	Location of third party
Courier companies	Delivery of orders	Contact details	Within EU
Banks/Financial companies	Financing and payment processing	Contact details Financial data Purchasing and payment details, payment history	Within EU
IT Companies	Maintaining our website and business accounting systems	Contact details Financial data (purchases and payment history)	Within EU and outside EU
Product Suppliers, manufacturers	Product warranty and claim	Contact details Purchase history	Within and outside EU
Legal/Professional advisors: Auditors Debt collection agency	Auditing Debt Collection	Contact details Purchase history Financial information	Within EU
Potential buyer /merger	Merger and acquisition	Contact details Purchase history Financial history	Within EU and/or outside EU

We will take steps to ensure any personal data required by a third party is handled safely, securely, and in accordance with your rights, our obligations, and the third party obligations under the law.

We may sometimes contract with third parties that are located outside of the EEA. If any personal data is transferred to a third party outside of the EEA, we will take suitable steps in order to ensure your personal data is treated as safely and securely as it would be within the UK and under the GDPR.

Website

Two types of information are collected when visiting our sites, personal and non-personal information. Personal information can be provided by yourself, the legal basis for collecting such data is your consent and legitimate interest in our products and services. Consent given may be withdrawn at any time. Other individually identifiable information mainly consists of details regarding browser or usage sessions (IP address, geo-location and/or device unique identifier). Only authorised employees and our third party providers processing data on our behalf have access to your personal data. All employees are required to adhere to the privacy notice and our third party providers are compliant with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework. We may provide links to other third party sites. Any information that is supplied on these sites will not be within our control and we cannot be responsible for the privacy policies and practices of these. We encourage you to review the privacy policies of these third party sites.

Some website functionality may be unavailable to users who do not consent to the use of cookies. Cookies used on our site are as follows:

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nbi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

Job Applicants, Current and Former Employees

Polyhose is the data controller for information that you have provided during an application process unless otherwise stated. We will ask for personal details including name and contact details. We will also request details about previous work experience, education, referees and for answers to questions relevant to the role applied for. If you have any queries about the process or how we handle your information please contact us.

All information provided will only be used for the purpose of progressing your application, or to meet legal or regulatory requirements where necessary. No information you provide will be shared with any third parties for marketing purposes and no information will be stored outside of the EEA. All information you provide will be stored securely by us or our data processors either in an electronic or physical format. Contact details provided will be used to contact you to progress applications and to assess suitability for the applied role. We do not collect more information than we need to fulfil our stated purpose and will only retain it for as long as necessary. The information requested is used to assess your suitability for employment.

Should a conditional offer be made we may ask for information to perform pre-employment checks. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability. We therefore require the following to be provided:

- Proof of your identity – original documents only, we will take copies
- Proof of qualifications – original documents only, we will take copies
- Criminal records declaration
- We will contact your referees, using the details you provide in your application to obtain references

If a final offer is made we will also require the following:

- Bank details – to process salary payments
- Emergency contact details – contact in case of an emergency
- National insurance number

Data processors may provide their services during our recruitment and employment process and under our contract with them cannot do anything with your personal information unless we instruct them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

Successful applicants will have their information retained as part of their employee file for the duration of employment plus any regulatory period or for as long as is lawful. Unsuccessful candidates will have their information retained for a six month period.

Personal Data Access

A copy of the personal data we hold can be obtained with a “subject access request”. Subject access requests should be made in writing by email or post. Proof of identity will be required, such as copy driving licence or passport and recent utility bill. A £10 fee is chargeable and payable in advance, once the fee is received we aim to respond with 40 calendar days. We aim to provide a complete response within 3 months and a copy of your personal data within that time, however, more time may be required with complex requests. In such instances we will keep you fully informed of our progress.

Contact details

Should you wish to contact us regarding your personal data and data protection, please use the following details:

Email address: phuk.sales@polyhose.com

Telephone number: 01202 478334

Address: 3 Airfield Road, Airfield Industrial Estate, Christchurch, Dorset, BH23 3TG

Contacting the Regulator

You have the right to lodge a complaint with the Information Commissioner’s Office if you feel that your data has not been handled correctly, or are not satisfied with our response to any requests you have made. You may contact them by:

Telephone: 0303 123 1113

Online: www.ico.org/uk/concerns

We reserve the right to change this Privacy Notice where necessary if relevant to law or business changes that affects data protection. Any changes will be immediately posted on our site and we recommend that you check this page regularly to keep up-to-date.