

Privacy Policy

Overview

In light of the changes to personal data legislation under the General Data Protection Regulation (GDPR), we are required to inform you of the data that we currently hold and how it is processed.

Personal information we hold

1. Full name and/or company name, and/or trading name.
2. Invoice address and shipping address (if different)
3. Email address
4. Contact number(s): Telephone/mobile/fax
5. Invoice activity
6. IP address
7. In the case of trade accounts: Name, address, email address and contact number of your customer, strictly and only with your knowledge, in the event of shipping goods directly or warranty purposes.
8. Any other personal information that you choose to provide to us when you complete online contact forms or otherwise make contact with us.

How we use this information

We predominantly collect and manage data in order for our business to run efficiently for order processing and general communication purposes. Some examples are: Order fulfilment, packing, delivery, processing of transactions (credit/debit card, retail finance applications), fraud prevention, registering and processing warranties, and the provision of customer services.

We store your data for order history and retain your contact details securely to ensure a faster checkout process on our website. We also use certain data for analytical purposes on our own website to update and improve content, and to help us understand which sections are being visited.

We do not currently have a regular newsletter, however should this change, you will only be receive it if you have already requested to do so. We may also contact you based only on specific requests, regarding new products or stock updates.

How long we hold your data for

We hold information pertaining to sales orders and deliveries for a reasonable amount of time, to ensure accurate fulfilment and warranty processing.

We are required to hold certain financial information for up to 7 years to comply with separate UK accounting regulations.

Who we share your data with

We do not share your data with any other company for marketing or advertising purposes.

In certain circumstances it may be necessary for us to provide your information to external companies and third parties who are directly involved with order processing. For example logistics providers, or suppliers in the instance whereby the goods are delivered directly. We only share this data for **fulfilment of contract**, without doing this we would not be able to deliver any goods.

We may also share this data with suppliers and/or manufacturers in order to process warranty claims more efficiently. We assure you that these companies are not permitted to use your data for any other reason and are compliant to GDPR rulings.

Your rights under GDPR

1. The right to be informed – this privacy policy is an example of this.
2. The right of access – you can request for a copy of the data we hold on you.
3. The right to rectification – you can request that your data is corrected or updated.
4. The right to erasure – you can request that your data is removed.
5. The right to restrict processing – you can request that we do not use your data for certain activities, please bear in mind that by default we do not like to contact anyone without specific reason.
6. The right to data portability – where appropriate.
7. The right to object – you have the right to object to us using your data for certain activities.
8. Rights in relation to automated decision making and profiling – for example finance applications.

Disclaimer

This statement applies only to the data collected by Intermotiv Limited and it's subdivisions, therefore it does not apply to data collected by third party websites and services that are not under our control.

Furthermore, we cannot be held responsible for the privacy statements offered by third parties.

Questions and requests

Should you have any questions pertaining to the personal data we hold on you, or should you wish to make a request based on your rights under GDPR, please address them by email to info@intermotiv.com