

At Protrol, we value the trust placed in us by customers, suppliers and colleagues who give us their personal data. Data security is one of our highest priorities and we aim to be as clear as possible about what we do with personal data and why we do it.

## **Privacy Statement for the Protrol website**

Your privacy is really important to us, and we understand how important it is to you. Our aim is to be as clear and open as possible about what we do and why we do it. Protrol is committed to the online privacy of all its users.

This Privacy Policy regulates the use by Protrol of the information you provide when using the Protrol website.

The Protrol website is hosted by Wix.com and operated by our company Protrol Instrumentation Ltd.

The Protrol website is run in order to promote our products and services and, where these are provided by our partners, to be the link between our customers and our partners. Our partners may have their own privacy policies which you should also look at.

## **Information We Collect**

We collect only basic information when you contact us through the website. We will not store, use or share your information with any other organisation. We use the information given to us by you to provide the service you request from us in the way that is set out in this privacy policy. You can change your registration details by getting in touch at the address below.

**Name**, - without this we won't know who to contact.

**Email address** - we need this to reply to your enquiry related to our service related communication

**Telephone numbers** - if there are any problems with your enquiry or we need to check anything, we need to be able to contact you quickly.

**Correspondence** - if you contact us we may keep a record of that correspondence.

**Third party information** - if you give us information about another person, (for example if someone else is taking delivery for you or is included in the purchase of a product) you confirm that you have identified Protrol to them and told them what we will use their information for, as set out in this Privacy Policy and that they have given permission for us to be able to use their personal information in the manner described.

## **How We Use the Information We Collect**

Our main uses of your information are explained above which in general is to process your enquiry, as well as to provide you with a better service.

Your details may be used to store information about your previous purchases. But you should also be aware of the following

**Marketing** - we **do not** conduct or use any other third parties to carry out any form of marketing on our behalf.

**Customer care and correspondence** - as part of our customer care procedures, we may follow-up, either by email or phone, customers who have contacted us through our website or who have posted comments about Protrol on the internet, for example to resolve a complaint or to ask for a testimonial.

**Market research** - we **do not** conduct or use any other third parties to carry out any form of market research on our behalf

**Personalise shopping** - we **do not** use your purchasing trends or browsing habits to offer any new products or services.

**Website improvement** - we **do not** collect information about the way you use and access our website. Our web system does not collect information about each visitor or IP address, the length of time spent on the website and the order in which pages are visited. We will not employ third party experts to help us look at this information..

## **Sharing your Information**

We **will not** disclose your information internally or to any other external entities.

## **Cookies, Beacons and similar Technologies**

Our site **does not** use any of the above technologies

## **You Rights**

You have a right to access the personal information that is held about you. To obtain a copy of the personal information Protrol holds about you, please email us at directly via the Protrol website enclosing your postal details and the details of your request. Alternatively you can write to us at the following address:

Archie M Ralston  
Protrol Instrumentation Ltd  
Roadmeetings House  
Boghall Road  
Carluke  
ML8 4QL

**Security** - at Protrol information security is very important and steps have been taken to make sure your shopping experience with us is secure. Information about you will be kept safe and secure. In order to prevent unauthorised access or disclosure of your information, suitable physical, electronic and managerial procedures have been put in place to protect and secure information that is collected online. Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data is stored through Wix.com's data storage, databases and the general Wix.com applications. Wix store your data on secure servers behind a firewall

**Security in our office** - access to your information is restricted in our office. Only one person is granted access to personally identifiable information stored by Wix.com provides on their online platform

### **Secure Ordering & Payment**

Your data is safe and secure. Wix.com store your data on secure servers behind a firewall

Your data will be processed in a manner that ensures appropriate security of your personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. **No payments will be taken online.**

**Payment Card Security** - we **do not accept** credit or debit card payments online.

**Mobile Applications:** Protrol **do not** use mobile applications.

**Links:** Our website does contain links to some social media platforms. Once you have used these links to leave our website, you should be aware that we do not have any control over that other website. As such we cannot be responsible for the protection and privacy of any information which you provide whilst visiting these websites, and they are not governed by this Privacy Policy. Protrol is not responsible for any products and/or services featured on any third party website. You should exercise caution and look at the Privacy Policy applicable to the website in question.

### **Notification of Changes to This Policy**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

### **Data Retention**

We will not keep your personal data for longer than is necessary for the purpose it was collected. This means that data will be destroyed or erased from our system when it is no longer required.

### **Feedback**

We want to make sure we're giving you the information about privacy and security that you want - let us know what you think. If you have any feedback, questions or concerns, please email us at [archie@protrol.co.uk](mailto:archie@protrol.co.uk)

### **Questions and your contact information**

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [archie@protrol.co.uk](mailto:archie@protrol.co.uk) or write to us at the mailing address shown above.