

Pro-Tex Floor Protection - Privacy Notice 2018

Pro-Tex complies with the General Data Protection Regulation. This Privacy Notice outlines our lawful basis for collecting your data and how we process it. We may update this Notice from time to time so please check this page occasionally to ensure that you are aware of any changes. This Notice was last updated in April 2018.

What information is being collected?

We may collect and process the following:

- Basic personal data such as your name, address, email address and contact details
- A record of correspondence if you have contacted us
- When you visit our website we may collect your IP address, location, the version of web browser you use and information regarding what pages are accessed and when

Who is collecting it?

The information is being collected by Pro-Tex. For the purpose of the General Data Protection Regulation 2018 the data controller is Pro-Tex Floor Protection Ltd, Unit 1 Craigleith Road, Stirling FK7 7LQ.

How is it collected?

We obtain information from you when you enquire about our services. This can be in person, on the phone or via our website or social media.

Why is it being collected and how will it be used?

Our lawful basis for processing data is for the performance of a contract/transaction or to take steps at the request of the data subject prior to entering into a contract/transaction. We will use your basic personal data (name, address, contact details) in order to provide quotations and invoices, to administer your account, to deliver goods to you and to provide the services you have requested from us.

Who will it be shared with?

Any personal information provided to or gathered by Pro-Tex is controlled by Pro-Tex. We do not sell or rent your personal information to third parties. We do not share your information with third parties for marketing purposes.

Your Preferences

From time to time we may contact you via email for marketing purposes. We will not contact you for these purposes unless you have given your prior consent. You can change your preferences at any time by contacting our Data Protection Officer, please see contact details below.

Our Website

When you visit our website we may collect your IP address, location, the version of web browser you use and information regarding what pages are accessed and when. This information is used simply to allow us to make improvements to our site.

Where do we store data?

Hard copies of data are securely stored on our premises. Email, online and web data is stored on secure servers located in the UK. Pro-TEX is PCI Compliant and all card transactions are dealt with in accordance with PCI guidelines.

How long will you keep the data for?

Pro-TEX will process personal data during the duration of any contract and will continue to store only the necessary personal data for six years after the contract has expired to meet any legal obligations. After six years any personal data not needed will be deleted.

Your rights

If at any point you believe the information we process on you is incorrect you can request to see this information and have it corrected or deleted. Any request to access data will be handled as soon as possible and within one month. If you feel we are not handling your personal data in accordance with the law and you wish to raise a complaint please contact our Data Protection Officer using the details below and we will investigate the matter. If you are not satisfied with our response you can contact the Information Commissioner's Office at <https://ico.org.uk/>

Data Protection Officer:	Paola Corrieri-Smith
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Telephone:	01786 447997