

# Privacy Policy

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Privacy Policy

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Director, Operations

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## Privacy Policy

### 1. What personal data do we process and how do we obtain it?

We obtain your personal data directly from you when you voluntarily provide such information, such as when you contact us by phone, post, within an application or registration form, through the website or Email with enquiries.

The personal data collected may include, without limitation, the following:

- Identity and Contact Data including your name, date of birth, gender, job title, organisation, signature, IP address, customer reference, billing address, delivery address, residential address, email address, and telephone numbers (to process your orders, provide you with quotes, invoices, and respond to your enquiries).
- Financial Data including your bank account details and your payment card details (to facilitate and secure certain payments).
- Marketing and Communications Data includes your preferences in receiving marketing from us and your communication preferences (to keep you up-to-date and informed about our products and services).

### 2. Why do we process this personal data? What are our legal grounds for processing your personal data?

We process your personal information so that we can comply with various legal obligations.

Processing your personal information also enables us to fulfil R&W's legitimate interests. These include

- Improving our products and services generally;
- Registering you as a new customer;
- Responding to your enquiries and processing your orders;
- Keeping you up-to-date and informed and promoting R&W's products and services through public relations and marketing in accordance with your marketing preferences;
- Enforcing compliance with our terms and conditions, payment procedures and collection, and applicable law; and
- Complying with relevant business, legal and regulatory requirements.

### 3. Who do we share your personal data with and why?

We may share your personal data

- With partners, suppliers, agents and subcontractors who help us deliver the products and services you have chosen to use;
- When you have given us your consent;
- When we have a legal obligation.

We may disclose your personal data if required to do so by law including, without limitation, responding to a subpoena or request from law enforcement, court or government agency.

### 4. How long do we keep your personal data?

We determine how long we keep data based on whether it is needed to provide you with products and services, to be able to respond to queries from you or regulatory bodies, to resolve disputes, to comply with legal or regulatory record keeping requirements, to defend against actual or possible legal claims or to comply with any other legal or contractual obligations.

### 5. What rights do you have?

You have the following rights:

- To be informed about how we obtain and process your personal data (the purpose of this Privacy Notice);
- To request access to your personal data;
- To request to update your personal data;

- To object to the processing of your personal data and request to restrict or prevent your personal data being processed;
- Not to be subject to automated decision-making including profiling;
- To request to have your personal data transferred to another data controller; and
- To request to have your personal data deleted.

Under the relevant data protection law, if we have valid reasons to continue to store, process or transfer your data, we may refuse such requests so that we can comply with various legal obligations.

Requests in relation to your personal data should be made to us in writing. (See our “Contact details”).

## 6. How do you change your marketing preferences?

You can opt in and out of marketing communications at any time by changing your subscription preferences on our website or by following unsubscribe links at the bottom of any marketing emails received from R&W.

We will never give your personal data to a third party for marketing unless you give us your permission.

## 7. How do we ensure your data is secure?

R&W is committed to protecting and respecting your privacy and keeping your personal data secure. We use a variety of security technologies (including encryption) and procedures to help protect your personal data from unauthorised access, use, or disclosure.

## 8. Links

Our website may contain, and/or display content that links to third-party websites. The links to third party sites do not imply that we endorse or have reviewed the third-party sites. If you click on a third-part link, please be aware that any personal data you provide will not be covered by this Policy. Please read their privacy policies to find out how they collect and process your personal data.

## 9. Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## 10. How can you contact us?

If you have any questions about this privacy notice or the information we hold about you, you can contact us in writing at:

R&W  
Space Studios  
Manchester

M12 5FQ

### **Changes to this Privacy Notice**

We may update or change this privacy notice from time to time. Such changes will be posted here.

### **Who is the UK's data regulator and where can I find more information about data privacy?**

The Information Commissioner's Office (ICO) is the UK's data regulator. More information about data privacy can be found at [www.ico.org.uk](http://www.ico.org.uk)

### **Resolving Privacy Issues**

We will always try our best to resolve any data privacy issue you may have. You have the right to refer any data privacy issue to the ICO at any time.

# R&W

Venue Technologies

