

General Data Protection Regulations (GDPR) and Data Protection Act 2018 (DPA) 18

Privacy Notice

To Whom it may concern

14 May 2018

In order to comply with the incoming General Data Protection Regulations (GDPR), which comes in to force on the 25th May 2018 we need to let you know what data we collect, how that data is stored and handled.

In order to provide our services, we need to collect the following information;

- Company Names
- Company addresses
- Individual employee names
- Contact phone numbers
- Contact fax numbers
- Email addresses
- Credit Check (following an order)
- Client customer details (for delivery/contract purposes)
- Trading statistics from transactions with Total Rope Solutions Ltd
- IP Addresses from use of Total Rope Solutions website

We gather this data from incoming enquiries, verbally, from search engines and 3rd party credit check companies. This data is processed onto our systems and periodically backed up to 3rd party remote servers.

Your information will only be used for processing of quotations/contracts and very rarely for marketing purposes.

We will not transmit your information to other parties, unless it is required to fulfil your request for a quotation, to complete an order, or we are legally obliged to do so, all data disclosures will be relevant only to the requirement of the quotation/contract. We will never sell your information to 3rd parties.

On completion of quotations/contracts we will hold the digital and physical files on record. These files are held on secure servers as well as file rooms off site.

In the course of processing orders, we may be required to send data to 3rd parties; these include, but are not limited to, courier services, business control software provider and on line credit check companies.

Any information passed to these parties will be handled as per the GDPR guidelines and will only be relevant to the requirements of providing our services.

If you have any queries or issues with the above information, please feel free to contact us:

Mr C.Hey – info@totalropesolutions.co.uk / Mr C.Hadfield – chadfield@totalropesolutions.co.uk