

Effective date: 04/01/2024

www.bojenelectrical.co.uk "Service"

Lawful basis - Contract

At Bojen Electrical Ltd we are dedicated to safeguarding and preserving your privacy when visiting our site or communicating electronically with us. For more information please see our **Data Protection Policy**.

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and choices you have associates with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defines in the Privacy Policy, terms used in this Privacy Policy have the same meanings as our Terms and Conditions, accessible from <https://www.bojenelectrical.co.uk/>

Who collects it?

Bojen Electrical Ltd
Unit 11
Fitzharris Industrial Estate
Abingdon
Oxon
OX14 1LD

What we collect?

We collect your name, contact details e.g. email, postal address, phone number. We also collect this type of information when you use our website enquiry form and what you voluntarily tell us through feedback forms.

What are Cookies?

On occasion, we may gather information about your company for our services and to provide statistical information regarding the use of our website to our advertisers.

Such information will not identify you personally it is statistical data about our visitors and their use of our site. The statistical data does not identify any personal details whatsoever.

We may also gather information about your general internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. The cookie file is stored on the hard drive of your computer as cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and the service that we provide to you.

If you prefer, you can change your computers settings to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. However, this may limit how you can use our website.

Use of Your Information

The information that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

- To meet our contractual commitments to you.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.

- To provide you with information requested from us, relating to our products or services. To provide information on other products which we feel may be of interest to you, where you have consented to receive such information.

If you are an existing customer, we may contact you with information about goods and services similar to those which were the subject of a previous sale to you.

Further, we may use your data, or permit selected third parties to use your data, so that you can be provided with information about unrelated goods and services which we consider may be of interest to you. We or they may contact you about these goods and services by any of the methods that you consented at the time your information was collected.

If you are a new customer, we will only contact you or allow third parties to contact you only when you have provided consent and only by those means you provided consent for.

If you do not want us to use your data for our or third parties, you will have the opportunity to withhold your consent to this when you provide your details to us on the form on which we collect your data.

Please be advised that we do not reveal information about identifiable individuals to our advertisers, but we may, on occasion, provide them with aggregate statistical information about our visitors.

Storing Your Personal Data

Is my data held securely?

Yes, we ensure administrative, technical and organisational measures are in place to safeguard your data from unauthorised access, use, modification and disclosure of personal information in our custody and control. All information you provide to us is stored on our secure servers or physical storage facilities.

How long do you keep my data?

This depends on the type of data we hold. We will keep data used for marketing purposes for which you have given explicit consent e.g. email address until you withdrawn consent, or we do a periodic refresh of our databases every 2 years. Other data e.g. names of suppliers on invoices will be kept for 6 months plus the current tax year, this is a requirement of the UK tax laws. After this time the data will be destroyed.

The Data Protection Act

In accordance with the Data Protection Act, we have a legal duty to protect any information we collect from you. We will only use your information for the purpose as described and we do not pass on your details to any other third party unless you have given us permission to do so. You have a right to access your personal data and rectify any inaccuracies. Should you purchase of one of our products, we do not retain any payment details pertaining to the purchase however, we reserve the right to contact you in future regarding products and/or services provided by ourselves, and subsidiary companies, that we feel may be of interest to you. We doesn't store any financial details.

Disclosing Your Information

Legal Requirements

Bojen Electrical Ltd may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Bojen Electrical
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

Third Party Links

Our Service may contain links to other sites that are not operated by us. If you click on the third-party link, you will be directed to the third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Access to Information

A data subject may make a subject access request ("SAR") at any time to find out more about the personal data which the Company holds about them. The Company is normally required to respond to SARs within one month of receipt (this can be extended by up to two months in the case of complex and/or numerous requests, and in such cases the data subject shall be informed of the need for the extension).

All subject access requests received must be forwarded to Nikki Bound, the Company's Privacy Officer, who can be contacted at info@bojenelectrical.co.uk.

The Company does not charge a fee for the handling of normal SARs. The Company reserves the right to charge reasonable fees for additional copies of information that has already been supplied to a data subject, and for requests that are manifestly unfounded or excessive, particularly where such requests are repetitive.

Contacting Us

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us at: info@bojenelectrical.co.uk or on 01235 559358.