



ROBSTOCK LTD

PRIVACY POLICY

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This document may contain proprietary information and may only be released to third parties with approval of management. Document is uncontrolled unless otherwise marked; uncontrolled documents are not subject to update notification.

Introduction

This policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore, the way the website processes, stores and protects user data and information will also be detailed within this policy.

robstock.co.uk

The Robstock website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. The website complies with all UK national laws and requirements for user privacy.

Use of cookies

What are cookies?

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

What do we use cookies for?

We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features. The website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will NOT store, save or collect personal information in any way.

Should users wish to deny the use and saving of cookies from this website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

Personal information

Despite being a business to business company, Robstock Ltd will at times collect personal information in order to provide you or your company with goods or services. As such you may be required to provide personal information (name, address, email, account details, etc.). We will use this information in order to process orders, communicate with you in regards to ongoing orders and to relay to you any information related to orders. We do NOT market and as such we do not hold marketing databases or store any personal information not directly required or related to your order with us.

We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018. Further, by providing telephone, fax and email details, you consent to Robstock Ltd contacting you using that method. You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us at scott@robstock.co.uk

Information collection and use

How do we collect information?

Robstock Ltd collects information only when provided directly to us:

a. *When you directly give it to us ("Directly Provided Data")*

When you purchase our products or communicate with us either via our website, email or telephone, you may choose to voluntarily give us certain information – for example, by filling in text boxes or completing contact forms or supplying purchase orders containing personal information. All this information requires a direct action by you at that time in order for us to receive it.

How long do we keep your data for?

Robstock Ltd will not retain your personal information longer than necessary. We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the goods or services to you or your company, or (in the case of any contact you may have with our Customer Care team) for as long as is necessary to provide support-related reporting.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after you have closed your account or it is no longer needed to provide the Services to you.

Robstock Ltd will not sell or rent your personally identifiable information, gathered by any means, to anyone, ever.

Choosing how we use your data

We understand that you trust us with your personal information and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

- You can verify the details we hold on record to Robstock Ltd by contacting our sales team at sales@robstock.co.uk or phoning 01159 303308. Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.
- You can also contact us by the same method to change, correct, or delete your personal information controlled by Robstock Ltd. Please note however we are unable to delete any information directly relating to an order, or company details that we have provided goods or services for, and will only remove the personal element of the information.
- You are free to close your company/business account by the same method of change. If you do so, your account will be deactivated. However, we may retain archived copies of your information as required by law or for legitimate business purposes.
- We do not market via email or post, however, in line with GDPR regulations we provide a means of removing your information from our records in the footer of all company emails. We will be unable to adhere to this request whilst any orders are ongoing, active or in debt to us as required by law or for legitimate business purposes
- You can request a readable copy of the personal data we hold on you at any time. To do this, please contact scott@robstock.co.uk

Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes.