

Hawco Limited t/a Abbeychart (the "Company") Website

PRIVACY NOTICE

Key Summary

If you are just browsing this website, the Company will not collect any personal information about you. This website only collects data that you enter into the website, for example if you sign up for e-mail alerts, submit feedback forms or enter orders. If you subscribe to any of our mailing lists, the Company will use your information to send you the information you have requested.

The Company uses cookies which collect information about the usage and performance of this website. The information that the cookies collect is anonymous, other than your IP address. The Company uses this information to analyse usage of this website by visitors to improve its performance and to inform decisions about content, layout and operation of this website and our services or products.

This notice explains what data The Company process, why, how it is legal and your rights.

About the Company and this Notice

This Privacy Notice applies to personal data collected through this website www.abbeychart.co.uk

This Privacy Notice is provided by Hawco Limited t/a Abbeychart (the "Company"). The Company are a 'controller' for the purposes of the General Data Protection Regulation (EU) 2016/679 ("**Data Protection Laws**").

The Company takes your privacy very seriously. The Company asks that you read this Privacy Notice carefully as it contains important information about this processing and your rights.

How to contact the Company

If you have any questions about this Privacy Notice, how the Company handles your personal data, or want to exercise any of your rights, please contact:

- Simon Hall, Finance Director
- Address: Hawco Limited, South Street, Godalming. Surrey GU7 1BZ
- Telephone number: +44 483 869 046
- Email: simon.hall@hawco.co.uk



Changes to the Privacy Notice

The Company may change this Privacy Notice from time to time. You should check this Privacy Notice occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

WHAT PERSONAL DATA DO THE COMPANY COLLECT AND WHY?

Personal data provided by you

➤ Visitors only

If you are just browsing this website the Company will not collect personal data, other than your IP address collected through our cookies.

The Company will collect information about your usage of this website through cookies. Please see the Company's Cookie Policy a copy of which can be found on this website. This information is statistical and aggregated and is not processed for the purpose of understanding your particular usage of this website. The Company collect this information so that the Company can:

- tailor and personalise user experience;
- monitor this website usage to improve its content, layout and performance; and
- improve our services and products.

➤ Information you submit

The Company process personal information about you (such as your name, address, email address and telephone number and anything else that you provide to us) when you contact the Company by filling in a feedback form or complete and on-line order so that we can respond to the enquiry or complaint you are making or process your order.

The Company also collect personal information when you contact the Company, send the Company feedback or complete surveys which the Company use to improve our services and products in the future.

If you sign up to receive technical or marketing e-mails, the Company will use your name and email address to send you the material you have requested.

You can unsubscribe at any time by contacting us at the details set out above or clicking the "unsubscribe" link in the emails that you receive.

Sensitive personal data provided by you

The Company do not collect any sensitive personal data about you.

Personal information about other individuals

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on their behalf and has agreed that you can.

HOW IS PROCESSING YOUR PERSONAL DATA LAWFUL?

The Company is allowed to process your personal data on the basis that it is in our legitimate interests to:

- Monitor how this website is used in order to improve it. The Company use aggregated data to do this, so it does not impact on your privacy;
- Respond to enquiries, complaints, orders and requests in order to serve our customers. The Company will only use your personal data for this purpose. If you are an existing customer, the Company may add information about the enquiry, complaint or request to other records the Company holds about you, so the Company can provide a better customer service; and
- Send you products and/or materials you have requested, using the data you have provided.

Please be aware that you have the right to object to the processing of your data of any of the legitimate interests identified.

WHO WILL HAVE ACCESS TO YOUR PERSONAL DATA?

Like any business, the Company uses service providers to operate this website, such as website hosting and enquiry functionality. Some of these service providers will process your data as part of the services they offer to the Company. The Company take steps to ensure that these service providers treat your data in accordance with the law, only use it in accordance with our contract with them and keep it secure.

How the Company keep your data secure

The Company strives to implement appropriate technical and organisational measures in order to protect your personal data against accidental or unlawful destruction, accidental

loss or alteration, unauthorised disclosure or access and any other unlawful forms of processing. The Company aim to ensure that the level of security and the measures adopted to protect your personal data are appropriate for the risks presented by the nature and use of your personal data. The Company follow recognised industry practices for protecting our IT environment and physical facilities.

WHEN WILL THE COMPANY DELETE YOUR DATA?

The table below provides details about how long the Company will process your data.

Data the Company process	How long this will be held for
Cookies / Analytics data	For a period up to six years
Information from feedback forms	Until the enquiry has been completed and no further responses are received for a reasonable period. If you are an existing customer, the enquiry may be added to other information that the Company hold about you as a customer.
Enquiries & Complaints data	For a period of up to 6 years after resolution of the enquiry or complaint. If you are an existing customer, the complaint and its resolution may be added to other information that the Company hold about you as a customer.
Order Data	For a period of up to 6 years. If you are an existing customer, the order data may be added to other information that the Company hold about you as a customer.

Data the Company process	How long this will be held for
Subscription or marketing mailing requests	Until you tell us that you no longer wish to receive the subscription or marketing material.

YOUR RIGHTS

As a data subject, you have the following legal rights:

- the right of access to personal data relating to you
- the right to correct any mistakes in your information
- the right to ask us to stop contacting you with direct marketing
- the right to prevent your personal data being processed in some circumstances
- The right to object to processing of your data where processed on the grounds of legitimate interests
- the right to erasure in some circumstances

If you would like to exercise your rights, please contact the Company using the details set out above.

The Company will respond to any rights that you exercise within a month of receiving your request, unless the request is particularly complex, in which case the Company will respond within three months.

Please note that exceptions apply to some of these rights which the Company will apply in accordance with the law.

Complaints to the regulator

If you do not think that the Company have processed your data in accordance with this Privacy Notice, you should let us know as soon as possible. You also have the right to complain to the Information Commissioner's Office. Information about how to do this is available on their website at www.ico.org.uk.