

R T Machinery Ltd Privacy Policy

This policy explains how we handle your personal data and what you can do if you have any concerns.

RTM 25052018v1

RTM PRIVACY POLICY

At R T Machinery Ltd (RTM) we are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, that you provide to us or that we may receive from others about you will be processed by us. It includes data that we hold electronically and in paper files. We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

We are required to provide you with this information under the General Data Protection Regulation (GDPR). [UK Data Protection](#) Acts of 1984 and 1998,

WHO WE ARE, HOW AND WHY WE PROCESS PERSONAL DATA

We will process data to deliver the services that R T Machinery Ltd has been asked or contracted to provide you with through your enquiry or contact. These include administration of your client account, provision of advice, promotion and administration of events, and the promotion and administration of R T Machinery Ltd Customer Services.

R T Machinery is a provider of product and support services, based in Buckinghamshire. R T Machinery has a registered office at Chandos House, School Lane, Buckingham, MK18 1HD and company number 5003780. Richard Taylor is the registered Data Protection Officer for R T Machinery Ltd. R T Machinery Ltd trades as R T Machinery Ltd but may also be referred to as RTM .

LEGAL BASIS FOR PROCESSING DATA

The GDPR came into force on 25 May 2018. Up Until that date and for previous transactions we will have continued to rely on your consent under the Data Protection Act 1998 as the legal basis for processing data.

Thereafter, the legal bases for the processing of this data will be under the following paragraphs of the GDPR: Article 6.1 (a), the data subject has given consent to the processing of his or her personal data for one or more specific purposes; Article 6 1.(b), the processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract, and Article 6 1.(f), it is in the legitimate interests of the data controller.

Our legitimate interests is the need to properly process your enquiry, administer your transaction, and administer either your client account or enquiry, transaction with R T Machinery Ltd and to provide you with all the services and information necessary. Safeguards have been put in place to ensure we achieve the correct balance between our interests and yours.

WHO HAS ACCESS AND WHY?

Data will be held and processed for the purposes of administering your client enquiry, order or account and the provision of client information services including the provision of product safety operational advice, product recalls or legal requirements and duties.

Only those staff that has a legitimate need to access data will be authorised to do so.

RETENTION OF DATA

The data will be held for the duration of your client account, trade account membership or longer where we have a legal obligation or other legitimate reason for doing so.

ACCURACY

You are able to check and update the data we hold on you via the R T Machinery website. From time to time we will invite you to check that everything is correct and up to date.

You have a number of rights under the GDPR.

WHO WE ARE, HOW AND WHY WE PROCESS PERSONAL DATA

HOW DO WE COLLECT PERSONAL DATA FROM YOU.

We receive information about you from you when you use our website, complete forms on our website, if you contact us by phone, email, live-chat or otherwise in respect of any of our products and services or during the purchasing of any such product. Additionally we also collect information from you when you sign up, enter a competition, promotion or survey or when you inform us of any other matter.

If you provide us with personal data about a third party (for example when ordering parts or services on their behalf), you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

Your personal data may be automatically collected when you use our services, including but not limited to, your IP address, device-specific information, e mail address, address, name and post code, device event information, location information and unique application numbers.

WHAT TYPE OF DATA DO WE COLLECT FROM YOU?

The personal data that we may collect from you includes your name, address, email address, phone numbers, payment information and IP addresses. We may also keep details of your visits to our site including, but not limited to traffic data, location data, weblogs and other communication data. We also retain records of your queries and correspondence, in the event you contact us.

Please be aware that any video, image, or other content posted, uploaded or otherwise made available by you onto our website or incoming e mails, whether published content or not, is not subject to our Privacy Notice.

We merely process such data on your behalf, subject to our Terms and Conditions and you are responsible for any applicable legal requirements in respect of your content.

HOW DO WE USE YOUR DATA?

We use information about you in the following ways:

- To process orders or enquiries that you have submitted to us;
- To provide you with products and services;
- To comply with our contractual obligations we have with you;
- To help us identify you and any accounts you hold with us;
- To enable us to review, develop and improve our website and services;
- To provide customer care, including responding to your requests if you contact us with a query;
- To administer accounts, process payments and keep track of billing and payments;
- To detect fraud and to make sure what you have told us is correct;
- To carry out marketing and statistical analysis;
- To review job applications;
- To notify you about changes to our website and services;
- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; and
- To inform you of service, product recall or updates and price changes.

RETENTION PERIODS

We will keep your personal data for the duration of the period you are a customer of R T Machinery Ltd. We shall retain your data only for as long as necessary in accordance with applicable laws and legitimate record keeping.

On the closure of your account, we may keep your data for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We may also keep it for research or statistical purposes. We assure you that your personal data shall only be used for these purposes stated herein.

WHO WE ARE, HOW AND WHY WE PROCESS PERSONAL DATA

WHO HAS ACCESS TO YOUR PERSONAL DATA?

Here is a list of all the ways that we may use your personal data and how we share the information with third parties. For clarity, we have grouped them into the specific products and services that we offer:

General Trading Sales, Service & Enquiries

We process your data for administration, billing, support and the provision of services. Your data will be stored on our server, encryption protected and stored on our back up through accredited and R T Machinery vetted, approved software, our contracted software support & data storage company's. We also process data through our web site and have contracted suppliers for Webhosting, support on our dedicated servers, virtual servers, Cloud platform.

We process your data for administration, billing, support and the provision of services through our web page and using our Cloud based Flowlens & Sage operating systems. E Mails and document exchange is processed through Office 365, Outlook, preferred data file delivery service, user data is shared with Microsoft.

Exchange email shares data with third party infrastructure in the EEA.

Standard email is all UK based.

SSL certificates - We are accredited and have a premium certification.

Third Parties

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We work closely with a number of third parties (including business parties, service providers and fraud protection services) and we may receive information from them about you. These third parties may collect information about you including, but not limited to, your IP address, device-specific information, server logs, device event information, location information, and unique application numbers. We use their features within our website, however, in some instances, they may be acting as data controller and they will have their own privacy policies, which we advise you to read.

We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment). However, we will only ever share information about you that is necessary to provide the service and we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes.

YOUR RIGHTS

RIGHT OF ACCESS

You have the right, subject to a number of exceptions, to know what information we hold about you. Unless the issue is complex, we will respond within one month.

RIGHT TO RECTIFICATION

You have the right to have any information we hold about you corrected if it is inaccurate or incomplete. Unless the issue is complex, we will respond within one month.

RIGHT TO ERASURE

You have the right to request the deletion or removal of personal data where there is no compelling reason for us to continue to hold it.

RIGHT TO RESTRICT PROCESSING

You have the right to restrict our processing of your data in certain circumstances, such as when there is a question over the way in which we are using it.

RIGHT TO DATA PORTABILITY

You have the right to obtain and reuse your personal data for your own purposes.

RIGHT TO OBJECT

You have the right to object to our processing of your personal data on the basis of legitimate interest, for direct marketing and for the purposes of research.

We will stop processing your data on the basis of legitimate interest unless there are compelling legitimate grounds for us to continue.

We will stop any processing of your data for direct marketing as soon as we receive an objection.

We will stop processing your personal data for research purposes if there are grounds that relate to your particular situation.

AUTOMATED PROCESSING

We will not make any decision regarding you, your client account or your membership by purely automated means.

FURTHER INFORMATION

Further details of our data protection policies can be found at www.rtmachinery.co.uk

Any questions, comments or requests regarding this privacy policy should be addressed to: trustline@rtmachinery.co.uk or accounts@rtmachinery.co.uk

COMPLAINTS

If you are not satisfied with the way in which we manage your personal data, you can seek recourse through the R T Machinery Ltd Complaints Procedure (available via the R T Machinery Ltd website or on request from the R T Machinery Ltd office).

If you remain dissatisfied, you have the right to refer the matter to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

TEL: 01625 545745 FAX: 01625 524510 EMAIL: enquiries@ico.gsi.gov.uk

R T MACHINERY LTD

BRACKWELL FARM ESTATE,

WINCHENDON ROAD,

NETHER WINCHENDON,

AYLESBURY BUCKS, HP18 0DS,

E MAIL: info@rtmachinery.co.uk



rtmachinery.co.uk



01844 299037

