

TOWRITE PRIVACY POLICY

Last modified: 24th May 2018

Please take time to read this document carefully;- we feel it is very important you understand how we are processing your personal data and how we protect your privacy.

This privacy policy discloses the privacy practices for Towrite Electric Vehicles (Harborough) Limited. It will inform you of the following:

- What personally identifiable information we collect, why we collect it, what we do with it and with whom we may share it with.
- What choices are available to you regarding the use of your data.
- Security measures in place to protect your personal data.
- Information about how you can correct any inaccuracies in the personal data we hold.

We only collect your personal data as necessary to allow us to conduct business with you. We will not sell or rent this information to anyone.

Contact information relating to the privacy policy:

- Name: Data Protection Department
- Email: gdpr@towrite.co.uk

WHAT PERSONAL DATA WE COLLECT

We only collect your personal data as necessary to allow us to conduct business with you. We will not sell or rent this information to anyone. Please let us know if your personal data needs to be updated. If the information we hold is inaccurate, we may not be able to conduct business with you (for example, if we are unable to contact you by phone or email).

We collect the following type of personal data:

- Identification data
 - This includes your name, telephone number, email address and business address.
- Non-identifiable data
 - On our website, we use “cookies”, but it is only used to give an improved experience when you use our website. More information on these cookies can be found at the end of this document.

HOW WE USE PERSONAL DATA WE COLLECT

We will use your personal data within the laws and regulations. We use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization (unless the law or regulations require us to do so), other than as necessary to fulfil your request, e.g. to assess usage requirements or to ship an order or to arrange a third party contractor for business purposes.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services.

HOW LONG WE KEEP YOUR PERSONAL DATA

We will retain your personal data only for as long as required by statutory laws and regulations and/or as needed to fulfil or conduct business with you.

PERSONAL DATA WE SHARE

We use Google Analytics as part of our website. It doesn't contain any personal information that can identify any individual person. It's just so we know how well our website is working, and how often people visit.

We also use an outside shipping company to ship orders, and a credit card processing company to process payments for goods and services provided by Towrite.

These companies do not retain, share, store or use personally identifiable information for any secondary purposes beyond filling your order.

We work closely with a few third parties to provide specific services relating to our Electric Vehicle business. If you are within the area where one of these third party operates, we may share names, and/or other contact information that is necessary for the third party to provide these services to you. These parties are not allowed to use personally identifiable information except for the purpose of providing these services.

HOW WE PROTECT YOUR PERSONAL DATA

We take precautions to protect your personal data against unauthorised disclosure, access and use:-

- We implement system security to ensure that data is recorded and processed in a secure manner.
- Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information.
- The systems where personally identifiable information is stored are kept in a secure environment.
- All of our employees who have access to your personal data are required to enter into non-disclosure or similar agreements, which imposes obligations on them to comply with our data privacy and confidentiality requirements.
- We also require any third parties that we share your details with (outlined earlier in this document) to comply with any applicable privacy and confidentiality requirements.

YOUR ACCESS AND CONTROL OVER YOUR DATA

Under applicable data protection laws and regulations, you have rights:-

- To see what data we have about you, if any.
- To change/correction of any data we have about you.
- To have us delete any data we have about you.
- Express any concern you have about our use of your data.
- Restrict or object to your personal data being processed.
- Opt-out of any marketing communications.

We are committed to enable you exercising your rights:- to do so, you can contact us via the email address at the beginning of this Privacy Policy or by the phone number given on our website. Please provide us with the following information so we can appropriately deal with your request:

- Your name
- What you would like to do (for example, update/delete your details)
- The data you wish us to update/delete (if applicable)

If you are not satisfied with the outcome of contacting us regarding your personal data, you can lodge a complaint with the information commissioner's office.

UPDATES

Our Privacy Policy may change from time to time and all updates will be posted on this page. We may be obligated under the regulations to communicate this change by phone or email with you.

COOKIES ON OUR WEBSITE

We use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors to our site.

We only use these cookies to track and target the interests of our customers to enhance the experience on our site. Usage of a cookie is in no way linked to any personally identifiable information.