



**RAYBURN**  
**Precision Engineering**  
**in Metals and Plastics**

## PRIVACY POLICY

### **Introduction**

Rayburn Plastics Limited is committed to protecting and respecting your privacy. Generally, we do not collect any personal data about you but should We ask You to provide certain information by which you can be identified when using this web-site, you can be assured that it will only be used in accordance with this privacy statement.

Please read the following carefully to understand our standpoint and operational practices regarding any personal data that you may volunteer (such as by e-mailing us or purchasing our products/services) and how We will treat it.

The following sets out the privacy policy of Rayburn Plastics Limited (We, Us and Our) and explains how We use Your personal data (meaning any information about You which is personally identifiable, for example Your name, address, telephone number or e-mail address)

### **Who We Are**

We are Rayburn Plastics Limited, a company registered in England and Wales in May 1959, under registration number 00 62 88 66. Our registered address is Whitehouse Street, Walsall, West Midlands, WS2 8HR, England.

Rayburn Plastics Limited have notified the Information Commissioner's Office and are registered on the United Kingdom's Data Protection Register under registration number Z5928310.

## **What personal data do We collect about You?**

We may collect the following information:

- Your full name
- Your contact information (such as your e-mail address, telephone number and mobile telephone number)
- Demographic information such as postcode, position.
- Other information relevant to customer surveys, such as your experience of our products and service.
- In the event that you apply for a job with Rayburn Plastics Limited, We will require further professional information about yourself by way of a job application or your Curriculum Vitae.
- If You contact Us we may keep a record of that correspondence

### **Security.**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information that we collect online.

You confirm that any information that you provide is true, accurate and complete. You will not give any false information not impersonate any other person or entity. You will be liable to Us for any damage or loss, howsoever arising from any breach of this clause.

### **Children's Privacy**

Our Service does not address anyone under the age of 16 ("Children"). We do not knowingly collect personally identifiable information from children under 16. If you are a parent or guardian and you are aware that your child/children have provided us with Personal information, please contact us. If we become aware that we have collected Personal Information from a child under the age of 16 without verification of parental consent, we take steps to remove that information from our servers.

## **Use of Cookies**

Our site uses cookies to distinguish you from other users. This helps us to improve your experience when you visit our website. By continuing to browse our site, you are agreeing to our use of cookies.

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to monitor which pages are being used and this enables us to find which pages you find useful and those that you do not. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You have the option to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. However, this may prevent you from taking full advantage of the website.

## **Electronic Communications**

If you have or choose to provide Us with personal data over the Internet, You need to be aware that data transmission via this medium cannot be guaranteed to be 100% secure. While We will endeavour to take all reasonable efforts to protect such personal data( such as firewalls, malware protection, etc.), You acknowledge that We cannot ensure or warrant the security of any personal data provided by these means and You provide it to Us at Your own risk. Once received, We have stringent security procedures covering the storage, disclosure and retention of your personal data in order to unauthorised access and to comply with GDPR 25<sup>th</sup> May 2018.

## **How will We use Your Personal data**

We use this information to help us better understand your requirements. The main uses of the data are:

- To provide quote information in response to requests
- To carry out our obligations arising from any contracts entered into between You and Us.
- To contact you to answer any queries that you may have.
- To enable Us to review, develop and improve Our products and services.
- Occasionally contact you for market research purposes. We may contact you by e-mail, phone, fax or mail and may use the information to customise the website according to your interests.
- To send details of products and services via e-mail and post that we think you may find interesting. This will be on an occasional basis. If you are an existing customer, we will only contact you by e-mail or telephone with information about goods and services similar to those which were the subject of a previous sale to You.
- For our internal record keeping
- In the event that you apply for a job with Rayburn Plastics Limited We will use any information that you submit by way of a job application or your Curriculum Vitae solely to assess your suitability for employment by us and to carry out any subsequent interview process.

## **Compliance With Laws**

We will disclose your Personal information where required to do so by law or in accordance with an order of a court of competent jurisdiction, or if We believe that such action is necessary to comply with the law and the reasonable requests of law enforcement or to protect the security or integrity of Our service.

## **Will We share Your personal data with third parties?**

We may provide information about you as follows:

- To employees, and agents of Rayburn Plastics Limited to administer orders, accounts and services provided now and in the future.
- We may need to provide some of your personal information to third parties that we use for the purposes of delivering specific services to you (e.g. customer support, or a shipping company if You have asked us to send something to You).
- We may use aggregate information and statistics for the purposes of monitoring web site usage in order to help us develop the web site and our services and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual.
- In the event that You apply for a job with Us, We may share Your information with third party agents who we use to assist us in the recruitment process.
- If Rayburn Plastics Limited is under a duty to disclose or share Your information to comply with any legal obligation or in order to enforce or apply Rayburn Plastics Limited terms and conditions and other agreements or protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction.

## **Will We transfer Your personal data overseas?**

Generally we will not transfer your personal data overseas, however we reserve the right for genuine business reasons. For example, carriers used to collect or deliver items in respect of Your orders placed.

Please note that if You are located outside the United Kingdom and choose to provide information to Us then we will retain and process the information within the United Kingdom.

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

## **Access to Information, Correction, Updating and Removal**

In accordance with the Data Protection Act 1998, you have the right to access any information that We hold relating to you and to have information removed or any inaccurate information about You corrected.

If you would like your information to be removed from our records or if your information requires amending then we will endeavour to correct, update or remove your information as quickly as possible. If you are concerned that any of the information we hold on you is incorrect, or you would like a copy of the information, please write to the Data Protection Officer at the Registered Office. Note that we reserve the right to charge a fee of £10 to cover costs incurred by us in providing you with the information. From 25<sup>th</sup> May 2018 when GDPR comes into force the £10 fee will no longer be charged.

## **Retention of Your information**

We take all reasonable steps to retain your personal information only for as long as reasonably necessary. If you no longer want us to store your information you may request for it to be removed from our records, please see above for details of how to request removal.

## **Changes to our Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page. If we make any material changes to this Privacy Policy, we will notify you either through the e-mail address you have provided us with, or by placing a prominent notice on our website.

## **Jurisdiction**

This policy shall be governed and construed in accordance with the laws of England and Wales, without regard to its conflict of law provisions.

## **What to do if you have any queries or complaints?**

Should you have any queries or concerns about data protection relating to the web-site you may contact the Company Secretary on 01922 625572 or e-mail on [dataprotection@rayburn.co.uk](mailto:dataprotection@rayburn.co.uk)

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