

KOMBIMATEC®

KOMBIMATEC MACHINES LTD.

16, Eastern Avenue, Luton Road, Dunstable,
England, LU5 4JY Tel: +44(0) 1582 562218
Fax +44(0) 1582 699548 E: sales@gtikombi.co.uk
W: www.kombimatec.com Registered Office: As above

Bank: National Westminster Bank PLC., Market Hill Branch, Luton
Acct. Nos. 78200717 (GBP.) 00-06595545 (EURO) 140-00-
06133932 (USD) Sorting Code 60-13-28. Swift: NWBK GB2L
Directors: David Parsons, Adam Jones, Sean Mackey
Registered Number: 1849846 Vat No. GB764083227

Revision 2

Privacy Policy April 2018

1. This privacy policy sets out how Kombimatec Machines Ltd. uses and protects any information that you give whenever you speak to us on the phone, send an email or use our website.
2. Kombimatec Machines Ltd. is committed to ensuring your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.
3. Kombimatec Machines Ltd. provides a service in which we design, test, demonstrate and sell machinery to the window industry, we provide technical support to our customers, promote our services to existing customers and prospects and maintain our accounts and records. Our legal basis for processing personal data is 'legitimate interest'.
4. Kombimatec Machines Ltd. do not sell or lease personal information to third parties.
5. Kombimatec Machines Ltd. may change this policy periodically by updating the details. You should check this page from time to time to ensure you are happy with any changes.

What We Collect

We may collect the following information:

1. Name, job title and name of company. Contact information including postcodes, email addresses, landline and mobile phone numbers.
2. We may also add the names of key people working in the same company and record their contact details on the database.
3. Information about products and services bought by the customer/provided by the supplier.
4. Other information relevant to customer interests and requirements.
5. We may also collect customer contact details via Mailchimp for marketing purposes. Express consent will be sought for use of this data for email or direct mail marketing purposes. An option to unsubscribe will be available at all times.
5. Usage data via cookies for use with Google analytics with anonymised IP and google tag manger.

What We Do With The Information We Gather

We require this information as part of the business process, to understand your needs and provide you with the right machinery and a better service, and in particular for the following reasons:

1. Record Keeping: Products and services bought or rented by the customer are documented on our database and in our accounts software. Information pertaining to invoicing and payments included in the accounts software is shared exclusively with our accountants. Paper copies of invoices are retained for a period of six years.

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2. Response: Kombimatec Machines Ltd. responds to enquiries from our website after a customer sends a direct email or makes a telephone call. Information via the website is not stored on a database via a contact form.
3. Improvements: We may use the information to improve our products and services.
4. Marketing: We may periodically send promotional emails about new products, special offers or other information which you may find interesting using the email address which you have provided. We may also contact you by phone or mail. Where we do so, you will be able to un-subscribe from such communications by clicking on the 'un-subscribe' button at the bottom of the email, by calling us, or emailing sales@kombimatec.com
5. Correspondence: Sending invoices and reminder letters relevant to our support services to our customers by post.
6. Facilitation: To facilitate customer requests providing prompt delivery of goods and services.

How We Use Cookies

Kombimatec Machines Ltd.'s website uses non-tracking cookies. Websites often use non-tracking cookies to provide functionality that is useful to visitors. They do not pose risk to privacy or to the confidentiality of personal communications.

The mailing list / website maintained by mailchimp uses cookies. Details of which can be download via its website [www.mailchimp.com]. Usage data for google analytics is also collected via cookies. Further details can be accessed via its website [www.google.com]

Security

We are committed to ensuring your information is secure. In order to prevent un-authorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

Kombimatec uses SSL certification on its website www.kombimatec.com. Ensure https:// is in place on your browser at the start of the web page url.

Kombimatec has a data processing agreement in place with Mailchimp to manage and safeguard your data correctly.

Controlling Your Personal Information

1. You may request details of personal information which we hold about you. We may ask you to verify your identity and for more information about your request. We also have the right to charge an administrative fee for this service. If you would like a copy of the information held on you, please write to the address below.
2. If you believe any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

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How Long Do We Keep Personal Data?

1. We hold your personal information for as long as we have a legal or business reason to do so, which generally means as long as you remain a Kombimatec Machines Ltd. customer or potential customer or as required to meet our legal obligations.
2. Your personal data may be converted into statistical or aggregated data which can't be used to identify you, then used to produce statistical research and reports.

Contact

Mr. C. Hill Data Protection Manager
Kombimatec Machines Ltd.
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