

Shire Controls Ltd  
Studio 3 Channoeks Farm  
Gilston, Nr Harlow  
Essex  
CM20 2RL



## Privacy Policy

At Shire Controls Ltd, we are committed to protecting and respecting your privacy.

This policy explains when and why we collect information about our customers, how we use it and the conditions which we may disclose it to others and how we keep it secure.

### Who we are?

We are Shire Controls Ltd, an approved manufacturer of Class I Medical Devices who are dedicated to producing safe and compliant equipment. We are a limited company (1494807). The registered office address is Studio 3 Channoeks Farm, Gilston, Harlow, Essex, CM20 2RL.

Our website address is: [www.shirecontrols.com](http://www.shirecontrols.com)

### What personal data we collect?

The information we collect may include you Name, Business Name, Address, Email address, Telephone number, Bank account details.

### How do we collect the information from you?

We obtain information from you when you begin trading with us. For example, when you contact us to buy products through fax, email or telephone call.

### How do we use your data?

We may use the information to:

(a)

1. process an order you have submitted
2. seek your views or comments on our services we provide
3. notify you of any changes in our services(i.e. Office closure times)

### Lawful basis for processing of data.

The lawful bases for processing are set out in Article 6 of the GDPR. At least one of these must apply whenever we process personal data:

**Consent:** the individual has been given clear consent for you to process their personal data for a specific purpose. This purpose being – as set out in paragraph (a) above.

### Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes

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### **Third Party Service Providers working on our behalf.**

We may pass your information to our third party service providers for the purpose of completing tasks and providing services to you on our behalf (for example to deliver goods). However, when we use a third party service providers, we disclose only the information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be assured that we will not release any information to third parties outside Shire Controls Ltd network unless we are required to do so by law, for example, by a court order or for the purpose of prevention of fraud or other crime.

### **Third Party Product Providers we work in association with.**

We work closely with various third party providers to bring you a range of quality and reliable products and services designed to meet the needs of you and your customers. When you purchase one or more of these products, the relevant third party provider may use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases they may be acting as a Data Controller of your information and therefore we advise you read their privacy policy.

We may transfer your personal information to a third party as part of a sale of some or all our business and disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use to protect the rights, property or safety of our supporters and customers. However, we will take the steps with the aim of ensuring that your privacy rights continue to be protected.

### **How you can access and update your information?**

The accuracy of your information is important to us. If you change email address or any information that we hold about you is out of date or inaccurate then please email us at [greg@shirecontrols.com](mailto:greg@shirecontrols.com) or write to us at: Shire Controls Ltd, Studio 3 Channoeks Farm, Gilston, Harlow, Essex, CM20 2RL or you can telephone 01279 434399. You have the right to ask for a copy of the information Shire Controls Ltd hold about you. You also have the right to complain about the manner in which we handle the data.

### **Security precautions in place to protect loss, misuse or alteration of information.**

When you give us personal information, we take steps to ensure that it is treated securely.

Non sensitive details (your email address etc.) are transmitted normally over the internet, and this can never be guaranteed 100%. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

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**Links to other websites.**

Our websites sometimes may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access those using links from our website.

In addition, if you linked to our websites from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

**Review of this policy.**

We keep this policy under regular review. This policy was last updated 24<sup>th</sup> September 2019.

Signed..........

Date.....24<sup>th</sup> September 2019.....

*Cliff Caswell*

*Director*