

RS Hydro Limited - Privacy Statement

This privacy policy sets out how RS Hydro Limited (we/us) uses and protects any information that you give us when you use this website or contact us.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when dealing with us, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st May 2018.

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to enquires and contracts between you, us and 3rd parties
- your IP address
- registration information such as your username and password
- content you may provide (for example, when you complete our Online Contact Form or submit other information).
- Product and services supplied/Purchased

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Product safety and important updates
- Internal record keeping.
- We may use the information to improve our website, products and services.
- We may combine information about you from our Sites, information collected offline or from external parties.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.
- Legal and safety obligations to notify and report to authorities as required by law.

Retention of Personal Information

To the extent permitted by applicable law, we retain personal information we obtain about you as long as

- It is needed for the purposes for which we obtained it, in accordance with the provisions of this Privacy Policy
- We have another lawful basis, stated in this Privacy Policy or at the point of collection, for retaining that information beyond the period for which it is necessary to serve the original purpose for obtaining the personal information.

Mobile Tracking

- Some of our sites are available either as mobile applications or mobile sites that you can use on your mobile device. If you use a mobile device to access and use our Sites, we may collect the following mobile-specific information in addition to the other information described above: device or advertising ID, device type, hardware type, media access control (“MAC”) address, international mobile equipment identity (“IMEI”), the version of your mobile operating system, the platform used to access or download our site (e.g., Apple, Google, Amazon, Windows), location information and usage information about your device and your use of our Sites.

Information we Share

We do not sell or disclose your Personal Information to third parties without your consent, except:

- To affiliates and third-party service providers to provide services and information on our sites, including online marketing and advertising, and to support our business operations. We require these parties to handle Personal Information in accordance with GDPR.
- To another company in connection with the sale or transfer of one of our product lines or divisions, which includes the services provided through one or more of our affiliates.
- As may be necessary for us to comply with a legal obligation or demand.

Change in Organization

In the event we decide to reorganize or divest our business through sale, merger, or acquisition, we may share Personal Information about you with actual or prospective purchasers. We will require any actual or prospective purchasers to treat this Personal Information in a manner consistent with this notice.

Children Privacy

We do not knowingly collect or use any Personal Information directly from children on our Sites (we define as “children” as minors younger than 18). We do not knowingly allow children to order our products, to communicate with us, or to use any of our online services.

If you are a parent and become aware that your child has provided us with information, please contact us using one of the methods specified below, and we will work with you to address this issue.

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 we collect online.

How we use 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 identify which pages are being used. This helps us analyse information 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 information is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the information you choose to share with us.

You can choose 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. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@rshydro.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Information Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to RS Hydro Limited, Canalside, Harris Business Park, Hanbury Road, Stoke Prior, Bromsgrove B60 4DJ.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.