

TEWARD BROS Ltd

Teward Bros Ltd is strongly committed to protecting the privacy of its website users and customers. We have written this privacy policy to outline the information we collect, how we use this information, and what options you have in sharing this information with us when you visit our site. Protecting your privacy is a significant part of our commitment to providing you with a high quality service.

PRIVACY POLICY

1. TEWARD BROS Ltd is in all cases compliant with the privacy laws, including the General Data Protection Regulation (GDPR). This means that in any case as a company:

- We use your personal data in accordance with the purpose for which they were obtained, these purposes and type of personal data are described in this privacy policy
- We will ask for your explicit consent if it is needed to process your personal data
- We have implemented appropriate technical and organisational measures to protect your personal data
- Teward Bros Ltd collects information from our users at several different points on our website
- We will make you aware of the rights you have regarding the processing of your personal data

2. Personal information that we collect about you or your company

We process the personal data you have given to us, for instance in the context of service delivered to you, the personal data from you that we process can include the following:

- Full name
- Full Address
- Email address
- Telephone number
- Credit or debit card information and/or other payment information
- Any other personal information that you choose to provide to us when you complete our online application form or otherwise make contact with us

3. What should you do if your information changes

If any of your personal information changes you should tell us as soon as possible, so that we can update our records. This will ensure your personal data is always correct.

4. How we use your personal information

We use your personal information as laid out below and in accordance with GDPR

- to maintain our relationship with you whilst you are a customer
- to process orders and provide agreed goods and services to you
- for invoicing, processing payments, account set up and maintenance
- to communicate with you, including to respond to information requests /enquiries submitted
- to notify you about changes to our products and services
- to decide on and notify you about price changes
- to monitor the quality of our products and services
- to investigate any complaint you make
- to provide evidence in any dispute or anticipated dispute between you and us

We do not sell or rent data to others, we do not share data with any outside sources except in the following circumstances:-

- The occasional use of third parties to facilitate the excellent service we offer, including for example the use of a company who will assist in repairing your machinery on site or the delivery/collection of machinery etc. To achieve this, we may need to supply these companies with the contact details of you and/or an email address.
- Shared with third party payment processor in relation to credit/debit card payments
- fraud prevention agencies if false or inaccurate information is provided to us as part of your use of our services or otherwise, and fraud is identified or suspected

- if we are under a duty to disclose or share it in order to comply with any legal obligation, to detect or report a crime, to enforce or apply the terms of our contracts or to protect the rights, property or safety of our visitors and customers.

5. Your rights

Every person can exercise certain rights with respect to his or her personal data. For instance, you have the right to request information or removal of personal data. You may also object to the use of your details or ask to limit this use. If you have any questions, please contact us via our phone number or info@tewardbros.co.uk.

- You have the right to request a copy of the information that we hold about you.
- You have a right to correct data that we hold about you that is inaccurate or incomplete.
- In certain circumstances you can ask for the data we hold about you to be erased from our records.
- Where certain conditions apply you have a right to restrict the processing.

6. Consent

Anyone contacting us on behalf of a company and therefore representing them will be entering into a business relationship with our company whether by email, letter or verbally requesting or discussing information linked to our products and services it is deemed that you have entered into a relationship with our business and therefore granted consent to the information you provide to be stored. You are always entitled to withdraw this consent at anytime, however a limited amount of information will still be required to maintain our relationship with you whilst you are a customer.

7. Retention period

We keep your personal data; as long as we need them for the legitimate purpose for which we obtained them, unless a statutory retention period applies.

8. Links to third party web sites

This web site may contain links to other sites. Please be aware that Teward Bros Ltd is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site, to read the privacy statements of each and every web site as they may collect personally identifiable information. This privacy statement applies solely to information collected by Teward Bros Ltd.

9. Security

The website of Teward Bros Ltd takes every precaution to protect our users' information. When users submit sensitive information via the website, your information is protected both online and offline.

10. Queries/Complaints

If you have any queries/complaints about the way we use your personal data, please contact us by sending an email to info@tewardbros.co.uk or by phoning we will endeavour to assist in finding a solution.

11. Notification of Changes

If we decide to change our privacy policy, we will post those changes on this website page so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We will use information in accordance with the privacy policy under which the information was collected. Your feedback at Teward Bros Ltd and your privacy is extremely important if you have any questions about the privacy statement, the practices of this site, or your dealings with us, please contact us and let us know.

Thank you

Teward Bros Ltd.