

FILTON PRIVACY NOTICE

Filton (L/Spa) Ltd take your privacy seriously and will only use your personal information to administer your account, to fulfil the conditions of our contract with you and to fulfil any legal obligations.

We obtain information about you when you use our website or contact us about products and services. The personal information we collect might include your name, company name, company address, contact telephone number, email address and information regarding your product requirements. This information will be used to carry out our obligations arising from any contracts entered into by you and us. All credit and debit card payments are processed immediately through Barclaycard ePDQ which utilises 128 bit SSL encryption, the Industry standard for Financial Institutions. We do not store credit and debit card details on our server.

We might receive information from other sources and add it to the information we hold about you, this might include credit history information from credit bureaus, which we use to help prevent and detect fraud.

For the purposes of IT hosting and maintenance, information provided by you is located on servers within the UK. These servers are maintained by a 3rd party who are also fully compliant with the EU General Data Protection Regulation.

We are required under UK tax law to keep some data for a minimum of 6 years and other information will be kept if required by other legislation.

After you stop being a customer or supplier, we may keep your data for up to 10 years for one of these reasons:

- To respond to any questions or complaints.
- To show that we treated you fairly.
- To maintain records according to rules that apply to us.

We may keep your data for longer than 10 years if we cannot delete it for legal, regulatory or technical reasons. We may also keep it for research or statistical purposes. If we do, we will make sure that your privacy is protected and only use it for those purposes.

You can access personal information that we hold about you by email or by writing to us. If you believe the information is incorrect you can request to have it corrected or deleted.

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk/>.