

## Privacy Policy

We appreciate that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits our website, [www.heico-fasteners.co.uk](http://www.heico-fasteners.co.uk), and will only collect and use personal data in ways that are described here, in a manner that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy and ensure you understand its contents. Your acceptance of this Privacy Policy is confirmed when you first use our site

### 1. Definitions

For the purposes of this policy the following definitions apply:

**Our Site** - [www.heico-fasteners.co.uk](http://www.heico-fasteners.co.uk)

**Customer** – means having a contractual relationship with us to purchase our products/services

**Cookie** - means a text file placed on your computer or device that identifies your computer to our server.

**Cookie Law** - means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003

**Personal Data** – as defined by the General Data Protection Regulations (GDPR) this is any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person

**We/Us/Our** - means Heico Fasteners UK Ltd

### 2. About Us

This site is operated by Heico Fasteners UK Ltd. Our address is 6 Eldon Way, Hockley, Essex. SS5 4AD

For the purpose of this policy Heico Fasteners UK Ltd is the 'Data Controller'.

### 3. What This Policy Covers

This Policy applies to your use of our site only. Our site may contain links to other websites but please note that we have no control over how your data is collected, stored, or used by other websites.

#### 4. Your Rights

You have the following rights under the GDPR:

- The right to be informed about our collection and use of your personal data
- The right of access to the personal data we hold about you
- The right to have inaccurate personal data rectified, or completed if it is incomplete
- The right to have personal data erased (also known as the 'right to be forgotten')
- The right to request the restriction or suppression of their personal data.
- The right to data portability allowing individuals to obtain and reuse their personal data for their own purposes across different services.
- The right to object to the processing of personal data in certain circumstances.
- Rights with respect to automated individual decision-making and profiling.

If you wish to exercise any of your above rights with regards to any personal details we may hold please contact us using the details provided in section 15.

If you would like to complain about our use of your personal data you can also contact us using the details provided in section 15.

If you are not happy with our response you have the right to register a complaint with the UK's supervisory authority, the Information Commissioner's Office (ICO).

## 5. Data That We Collect

We may collect some or all of the following personal and non-personal data:

- the contents of any contact forms of user completed fields on the website. This includes your name, address and contact details
- any user submitted contact information such as email addresses and telephone numbers
- demographic information i.e. address and post code
- IP address
- web browser type and version
- operating system
- a list of URLs starting with a referring site and your activity on our site

## 6. How We Use Your Data

All personal data is processed and stored securely and for no longer than is necessary in respect of the reasons for which it was first collected. We will comply with our data protection obligations and safeguard your rights under the GDPR at all times.

Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have submitted a web enquiry, it is in our legitimate interests or in compliance with legal obligations. Specifically, we may use your data for the following purposes:

- Providing and managing your access to our site
- Personalising and tailoring your experience on our site
- Supplying our products or services to you (we require your personal data in order to enter into a contract with you)
- Personalising and tailoring our products or services for you
- Replying to emails from you
- Market research
- Analysing your use of our site and gathering feedback to enable us to continually improve our Site and your user experience

We may also use your data for direct marketing purposes. We will send newsletters to existing customers detailing new products/services, technical updates or news that we believe would be of interest. For this purpose your data will be processed under the lawful basis of 'legitimate interest'.

When submitting an enquiry using the contacts page on this website we will provide you with the option to subscribe to our newsletter. By choosing to subscribe you are providing us with your consent to send you such communications.

Any such direct marketing messages from us will include an unsubscribe option so that you can opt-out of receiving such messages at any time.

Please note that we do not use any personal data in relation to automated decision making or profiling.

We will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

Third parties (including but not limited to Google, PayPal, YouTube, Facebook and Twitter) whose content may appear on our site may use third party Cookies. We do not control the activities of these third parties, nor the data they collect and use. We advise that you check the privacy policies of any such third parties.

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.

Personal data is not kept any longer than is necessary in light of the reasons for which it was first collected.

Personal data will be stored for no more than 7 years unless you have opened an Account with us, if you open an Account your data will be stored until you close the Account and then for no more than 7 years afterwards.

## 7. Storing of your data

We only keep your personal data for as long as we need to in order to use it as described above in section 6, and/or for as long as we have your permission to keep it.

Our server is entirely based within the UK, however some of your data (for example your name and email address) may be stored outside of the European Economic Area ("the EEA") (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). You are deemed to accept and agree to this by using our site and submitting information to us. If We do store data outside the EEA, We will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR including ensuring that any information transferred outside the EEA is handled in accordance with the EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework.

Data security is really importance to us and to protect your data we take suitable measures to safeguard and secure data collected through our site.

The steps we take to secure and protect your data include:

- Strict access limitation and logging for our physical servers
- Controlled access to our front end systems

## 8. How We Share Your Data

We may sometimes contract with third parties to supply products and services to you on our behalf. This may include payment processing, delivery of goods, search engine facilities, advertising, and marketing. In some cases, these third parties may require access to some or all of your data. Where any of your data is required for such a purpose we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law.

We may compile statistics about the use of our site including data on traffic, usage patterns, user numbers, sales, and other information. Such data is anonymised and will not include any personally identifying data or any anonymised data that can be combined with other data and used to identify you. We may find it necessary to share such data with third parties such as prospective investors, affiliates, partners, and advertisers. Data will only be shared and used within the bounds of the law.

We may sometimes use third party data processors that are located outside of the European Economic Area ("the EEA") (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). Where We transfer any personal data outside the EEA, We will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.

In certain circumstances we may be legally required to share certain data we hold, which may include your personal data, for example, where we are involved in legal proceedings, complying with legal requirements, a court order, or a governmental authority.

## 9. How You Can Control Your Data

We provide the option to opt-out of receiving direct marketing emails from us by using the unsubscribe link provided in our emails.

## 10. Your Right to Withhold Information

You may access certain areas of our site without providing any data but to use all features and functions you may be required to submit or allow for the collection of certain data.

You may restrict Our use of Cookies, to find out how please see section 13.

## 12. How You Can Access Your Data

You have the right to ask for a copy of any of your personal data that we hold. We will provide any and all information in response to your request free of charge. Please contact us for more details by using the details below in section 15.

## 13. Our Use of Cookies

When you enter our site your computer will automatically be issued with a cookie. Cookies are text files that identify your computer to our server. Cookies in themselves do not identify the individual user, just the computer used. Many sites do this whenever a user visits their site in order to track traffic flows.

Our site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of our site and to provide and improve our products and services. Your privacy and personal data is protected and respected at all times and is not affected by the use of these Cookies.

All Cookies used by and on our site are used in accordance with current Cookie Law.

Certain features of our site depend on Cookies to function. Cookie Law deems these Cookies to be "strictly necessary". These Cookies are shown below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser's settings as detailed below, but please be aware that our site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.

Our site uses analytics services provided by Google. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how our site is used. This enables us to improve our site and the products and services offered through it. You do not have to allow us to use these Cookies but our use of them poses no risk to your privacy or your safe use of our site. These tools are used to enable us to continually improve our site, making it a more effective and useful experience for you. Google Analytics does collect IP addresses as standard, which is classed as Personally Identifiable Information under GDPR but we use an analytics tool to anonymize this information at source, rendering your IP address Non Personally Identifiable.

You can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access our site more quickly and efficiently including login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

Due to changes by Third Party services which are beyond our control the specific cookies stored may change without prior warning. We will update this privacy policy whenever we are notified of such changes.

#### 14. Users 16 And Under

If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide personal information to our website. Users without this consent are not allowed to provide us with personal information.

#### 15. Contact Us

If you have any questions about our site or this Privacy Policy, please contact us by email at [sales@heico-fasteners.co.uk](mailto:sales@heico-fasteners.co.uk), call us on 01268 745421, or by post at 6 Eldon Way, Hockley, Essex. SS5 4AD. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you.

#### 16. Any Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on our site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our site following the alterations. We recommend that you check this page regularly to keep up-to-date.