

J&S Franklin Limited – GDPR Statement

Privacy Policy

We are committed to ensuring your privacy is protected. This privacy policy sets out how we use any information that you give when using our web site.

Protecting the privacy and personal data of our clients and potential customers is very important to us and we do not hold any sensitive/special data, unless needed to, in order to provide our services but we will hold contact details and business related information.

Website

1) Cookies

A cookie is a small text file that is saved on your computer or mobile device when you visit our site.

We use a cookie control system which, on your first visit to our site, will ask you to allow the use of cookies. We only use traffic log cookies to identify which pages visitors to our site are using. This helps us to monitor which pages you find useful and which you do not.

The cookie-related information in no way gives us access to your computer or any information about you.

You can choose to accept or decline cookies - your use of the web site will not be in any way affected. Information on deleting or controlling cookies is available at <https://www.aboutcookies.org/>

2) Data Protection

We are committed to ensuring that your information is secure, and is held in compliance with the General Data Protection Regulations 2018.

We do not gather any personal information via our web sites. Should you choose to contact us via our contact details page, your information will be used only for the purposes of dealing with your enquiry.

We will not sell, distribute or lease your personal information to third parties.

3) Social Media Platforms

Engagement on external social media platforms that we participate on are subject to the terms and conditions as well as the privacy policies held within each social media platform respectively. We will never ask for personal or sensitive information through these platforms.

4) Third Party Links

Third party links on our website are provided for visitors' convenience only. We accept no liability for any content on the linked sites, or the site itself and links taken to other sites are done so at your own risk. We do our utmost to link to reputable websites but ultimately has no control over content on these.

We do not imply that any third party links used on our website are endorsed by us, and we accept no responsibility for the content or the use of such websites. We do not give any representation regarding the quality, safety, suitability or reliability of any external website or any of the content or materials contained on them. We urge users to take adequate steps to safeguard against such things like viruses, worms and other potentially harmful malware.

When using the third party links on our website, please remember you should review the privacy policies of those websites and the terms and conditions to get a better understanding of what, why and how they collect and use any personally identifiable information.

Hyperlinks and hypertext are provided for your ease, so you can access the variety of information and services provided. We accept no liability arising out of the use of such links, including:

misuse or misunderstanding of these hyperlinks and hypertext links and web site navigational methods

third party interpretation of data or information which is distributed around the web site and reached using hypertext and hyperlinks

third party understanding of or use of the navigational structure of the site or the interpretation of distributed information on the site

Marketing and Sales

Direct Marketing

We do not engage in Direct Marketing or unsolicited marketing, we do not purchase lists from third parties, any marketing materials supplied will be in response to a customer enquiry or ongoing dialogue.

Business Cards / Exhibitions

Any business cards obtained at Exhibitions / symposiums / Expo's etc will only be used in connection to any enquiry received, they will not be used for Direct Marketing, unless specific consent is sought and given. We will not sell, distribute or lease your personal information to third parties.

How we will use your information

The information you provide will be used to process your enquiry / order or service and to follow up the service received, this information may be shared with other members of our group, and other services required for the delivery (Sub-contractors, Courier Services, Freight Forwarders, Export agencies etc)

DATA RETENTION The type of engagement you may have with us dictates our retention period for your personal information. We retain information only for as long as is necessary for the purposes specified in this policy. Should you cease to be a customer, we will delete the data that is no longer relevant, and we will keep the data that is necessary for legal and accounting reasons, Storage of your information will be held securely in line with our business practices, ISO 9001 Certification and the Cyber Essentials Scheme.

Personal Information We May Process

We may process: Contact information: full name, email addresses, phone numbers, associated company, company address, Job role, Contact history (including emails), Purchase history (including quotes, orders, invoices) Contracts (therefore signatures), Product use details (including performance data)

We do not record the audio of telephone calls, but we may have a log of when you called, call length, who you spoke to, and what the subject of that call was.

International Transfers

We may transfer information outside the EEA to execute commercial transactions, as above. This privacy notice does not cover the links within this site linking to other websites (some of which are based outside of the EEA). We encourage you to read the privacy statements on the other websites you visit.

How We Collect Personal Information

We may obtain information about you when: You contact us (via web form, email, phone call, conversation) about products or services, You use our products or services, You contact us requesting assistance with a support query You are a paying customer, You are a business partner, or a prospective business partner, You intentionally give us your business contact information or make your business contact information available, for example at a networking event, an industry event, or a meeting. You are a job applicant, or a current or former employee.

Your contact information may be passed on to us from a partner or vendor if we may be able to help you with our products or services.

Use Of Personal Information

Contact information may be used to respond to requests for contact, deliver products trials, or provide relevant service or product information and newsletters. Contact history is maintained to provide a consistent quality experience with us. Purchase history is retained for accounting purposes.

International Transfers

We may transfer information outside the EEA to execute commercial transactions, as above. This privacy notice does not cover the links within this site linking to other websites (some of which are based outside of the EEA). We encourage you to read the privacy statements on the other websites you visit.

Your Data Rights If we hold any personal information about you, then you are entitled to certain data rights. You have the following rights:

1. The right to be informed 2. The right of access 3. The right to rectification 4. The right to erasure 5. The right to restrict processing 6. The right to data portability 7. The right to object 8. Rights in relation to automated decision making and profiling.

You can read more about these rights here - <https://ico.org.uk/for-organisations/guide-to-the-general-dataprotection-regulation-gdpr/individual-rights/>

Subject Access Requests

If you want to make a Subject Access Request (SAR), email us to defence@franklin.co.uk We may require additional identifying information to carry out your request. You may be charged for making a request or for us delivering your request. We will respond to your request without undue delay and always within one calendar month.

Complaints

If you are concerned about the way we are processing your data, send an email to defence@franklin.co.uk

J&S Franklin Limited – May 2018