

PRIVACY POLICY

This policy was last updated: 25th May 2018

The website of Doepke UK Ltd (www.doepke.co.uk) is owned by Doepke UK Ltd. This policy explains how we will handle the privacy of your information. We are committed to maintaining robust privacy protections.

This Privacy Policy forms part of our Terms and Conditions and is designed to help you understand how we collect, use, share and safeguard the information we receive from website visitors and clients. *If you do not wish to be bound by these Terms and Conditions, you are advised not to use the website.*

About Us

Doepke UK Ltd is registered in England and Wales under company number 01164338 and our registered office is at Doepke UK Ltd, Unit 3, Bentley Way, Royal Oak Ind Est, Daventry, Northampton, NN11 8QH. We can be contacted by email to info@doepke.co.uk

What information do we collect?

The information that you provide us with is collected from any online details given and processed in accordance with UK legislation

Information you provide to us:

In order to provide our services and products to you, we may ask you for certain personal information, we will only ask for this if it is necessary to carry out a service that we provide to you and on the basis of one of the six legal bases permitted under the General Data Protection Regulation (GDPR).

Information we get from other sources:

From time to time, we may need to obtain information from third parties about you. This will only apply where it is necessary to provide our services to users and as permitted by law.

How we use your personal information

Your information will be used by us to enable us to provide our services or products to you. We act as a Data Controller of your information and undertake to protect your personal and sensitive data in a manner that is consistent with the requirements of the GDPR. We will take reasonable measures to ensure the secure storage of your data.

Personal data submitted on this website will be used as described below and for the following purposes:

Contact Us/Contact Form: We use the details that you give us, by website submission, email or phone, to follow up on enquiries, to send you general information about us and our services, to ask for feedback, reviews or testimonials, to deal with complaints or any reports about other user's use of the Website. The basis for holding this information is as being for legitimate legal purposes or to fulfil a contractual obligation where the contact is from an existing client.

We use Google Maps to show our location on our Contact Form. We do not track your geographical location. You should refer to the Google Maps Privacy Policy at <https://privacy.google.com/intl/en-GB/your-data.html>

Phone calls: Phone calls to us may be monitored for training purposes and any data relating to the call may be recorded and retained by us. The data will be held on the basis of being for our legitimate business needs or in order to fulfil our contractual obligations if you are a client of ours.

Emails: We retain copies of emails sent to us on our servers which are hosted by Microsoft 365 in the Cloud.

We may contact you by email to send you; general (non-marketing) communications on the basis on a contractual relationship with us or where we have a legitimate business interest; email notifications where you have specifically consented to receive such; and marketing communications, where specific consent has been given by you.

For details of how your data is handled by this third party, you should refer to the Privacy Policy at <https://products.office.com/en-gb/business/office-365-trust-center-welcome>. Your personal information will only be held by us in accordance with this Privacy Policy.

Sharing Information

Disclosure

We don't share, sell, or distribute your data to third parties, except as provided in this Privacy Policy. We may disclose your personal information if we are required to do so by law, in connection with any legal proceedings, and in order to establish, exercise or defend our legal rights, or if otherwise legally permitted.

Marketing

We will only send you emails about our products and services, i.e. direct marketing, with your express consent. You have the option not to give consent and to withdraw consent at any time. You may withdraw your consent for us to contact you by contacting us at info@doepke.co.uk

Retaining your data

We keep your personal information in accordance with our Data Retention Policy which reflects our needs to provide services to you as contracted and also as required to meet legal,

statutory and regulatory obligations. The need to hold information is regularly reviewed and information/data will be disposed of when no longer required.

Data Subject Rights

Subject Access Requests

The General Data Protection Regulation (GDPR) gives individuals, known as ‘data subjects’, the right to access personal data that is held by organisations by a subject access request (SAR). We will endeavour to respond quickly to any such requests, which legally require us to respond within one month of receiving the request and necessary information. Please submit SAR requests to our website, www.Doepke.co.uk or by writing to us at Doepke UK Ltd. Unit 3, Bentley Way, Royal Oak Industrial Estate, Daventry, Northamptonshire, NN11 8QH. You will need to tell us how we acquired the information and in what form.

Right to Rectification

Data subjects have the right to request that we amend or change personal information that we hold about you, that is inaccurate or incorrect.

Right to erasure

Data subjects have the right to ask us to delete personal information from our systems without giving any reason and at any time. We will act on any request without delay.

Right to restrict processing

Data subjects have the right to rectification or erasure of personal data in the following circumstances:

- Personal data is not accurate;
- The processing of data is unlawful. Data subjects may request that processing is restricted;
- Data is required to exercise legal rights or defend legal claims;
- Data is unlawful but there may be lawful grounds for processing, which override this right.
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Right to data portability

Data subjects have the right to obtain and transfer their data to different service providers.

Right to object

Data subjects have the right to object to the processing of data at any time based on their particular situation. This includes objecting to profiling unless it is in the ‘public interest’ or

exercised lawfully by an official authority. We will only process data where we can demonstrate lawful grounds for doing so.

Right not to be subject to decisions based on automated processing

We do not use any automated processing that results in a relevant automated decision based on a data subject's personal information.

Using your rights

If you wish to invoke any of these rights, you can contact our Data Controller by email to info@doepke.co.uk

Data Breaches

We will report any unlawful breach of data as required by the GDPR within 72 hours of the breach occurring, if it is considered that there is an actual, or possibility, that data within our control including the control of our data processors, has been compromised. If the breach is classified as 'high risk' we will notify all data subjects concerned using an appropriate means of communication. We will report any relevant breaches of data to the Information Commissioner's Office (ICO).

Important Information

Questions and queries

If you have any concerns about how we handle your data, you can contact the Data Controller by writing to Doepke UK Ltd, Unit 3, Bentley Way, Royal Oak Industrial Estate, Daventry, Northamptonshire, NN11 8QH or by email to info@doepke.co.uk

Changes to this policy

We reserve the right to change this Privacy Policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. You will be deemed to have accepted any changes to the terms of the Privacy Policy on your next visit of the website following the amendment.

Complaints

If you have a complaint about the use of your data you can contact us by email to info@doepke.co.uk.

Alternatively, you can formally report an issue of concern to the Information Commissioner's Office, the UK body that governs Data Protection. See <https://ico.org.uk>

No Waiver

No failure or delay by us in exercising any of our rights in accordance with this Privacy Policy or our Terms and Conditions shall be deemed to be a waiver of that right, and no waiver of a breach of any provision of the Agreement shall be deemed to be a waiver of any subsequent breach of the same or any other provision.

Severance

If one or more of the provisions of this Privacy Policy or our Terms and Conditions is found to be unlawful, invalid or otherwise unenforceable, those provision(s) shall be deemed severed from the remainder of these Terms and Conditions and shall remain enforceable.

Third Party Rights

The terms of this Privacy Policy shall not confer rights on any third parties and accordingly the Contracts (Rights of Third Parties) Act shall not apply.

Jurisdiction and Governing Law

The terms of this Privacy Policy and all disputes, whether contractual or otherwise, arising out of or in connection with the policy are governed by and shall be construed in accordance with the laws of England and Wales and each party submits to the exclusive jurisdiction of the English courts.