

Privacy Policy

Issue 1 01/05/2018

At Thorworld Industries Limited, we are committed to protecting and respecting your privacy.

This Privacy Policy explains when and why we collect personal information about people, how we use it and how we keep it secure.

Please contact us (see 10. *Contacting us*) with any questions regarding this Policy and our practices.

1. Who are we?

Thorworld Industries Limited (Thorworld) are manufacturers and suppliers of loading and unloading equipment, and associated accessories and services.

Our registered address is Thorworld Industries Limited, Station Lane Industrial Estate, Old Whittington, Chesterfield, Derbyshire, S41 9QX, UK.

2. How do we collect information from you?

We obtain information about you when:

- you use our website contact form to contact us;
- you use our website to register to receive one of our e-mail newsletters;
- contact us directly via email, telephone, post or fax;

3. What type of information is collected from you?

The personal information we collect might include your name, address, e-mail address and telephone number.

4. How is your information used?

We may use your information to:

- process enquiries that you have submitted to us;
- process orders that you have submitted to us;
- process invoices that you have submitted to us;
- carry out our obligations arising from any contracts entered into by you and us;
- send you communications which may be of interest to you;
- Place orders with your company.

We review our retention periods for personal information on a regular basis, though we are legally required to hold some types of information to fulfil our statutory obligations, such as accountancy, employment, and health & safety law.

5. Lawful basis for processing

All personal data will be processed in a lawful, fair and transparent manner.

The basis' for processing vary depending on the nature of the data, but are summarised generally below:

- Consent: Submitting an enquiry or contact from via our website(s).
- Contract: Purchase orders placed with Thorworld by your company, or purchase orders placed by Thorworld with your company.
- Legitimate interest: Information we believe is relevant to you, based on your previous contacts. We also retain historic communications with your company, and purchase orders (both placed and received) where we consider it may help with our future relations.
- Legal obligation: Data we are required to retain to comply with Accounting, Employment and / or Health and Safety Law. This could include your name, address, phone or e-mail.

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6. Who has access to your information?

We may pass your information on to our authorised third party sales agents for the purposes of completing tasks and providing services to you on our behalf. Similarly, we may pass your information on to other organisations we use in order to fulfil our obligations to you, for example accountants, transport companies or marketing agents.

However, when we pass your information to third party organisations, we disclose only the personal information that is necessary, and we have thoroughly reviewed their privacy policies to prevent misuse of your information.

We will not sell or rent your information to third parties.

7. Your rights

The accuracy of your information is important to us. You have the right to ask for a copy of the information we hold about you at any time by contacting us.

If you should change any personal data, or note that any information we hold is inaccurate or out of date, please contact us (see 10. *Contacting us*).

8. Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

9. Transferring your information outside of Europe

Thorworld will not transfer personal data outside the European Union for the purpose of data processing.

Thorworld may however, as part of its data backup service, transfer data outside of the European Union. These countries may not have similar data protection laws to the UK. We will take reasonable steps to ensure that appropriate security measures are taken with the aim of ensuring that privacy rights continue to be protected as outlined in this document.

10. Contacting us

You can contact us regarding any of the above points using any of the below methods:

- by e-mail: info@thorworld.co.uk
- in writing: Attn: Data Protection Officer, Thorworld Industries Limited., Station Lane Industrial Estate, Old Whittington, Chesterfield, Derbyshire, S41 9QX, UK
- by telephone: 01246 260981

11. Review of this policy

We keep this policy under regular review.

This policy was last updated 01/05/2018.