

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Enreach UK Ltd. Our address is Communications House, Hadley Park, Telford, Shropshire, TF1 6QJ. You can contact us by post at the above address, by email at enquiries.uk@enreach.com or by telephone on 0800 0976 543.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

OR

The contact details of our Data Protection Officer are:

Peter Manning – Peter.Manning@enreach.com- Enreach UK Ltd, Communications House, Hadley Park East, Telford, TF1 6QJ – 01952 221 300

How we use your information

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When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

Some of the cookies we use are strictly necessary for our website to function, and we don't ask for your consent to place these on your computer. **Other cookies will require permission and this will be requested upon your first visit to our website.**

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, contact telephone number, post code and email address. We may also ask you for general information relating to your enquiry that will help us understand your requirements.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered your it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed including all information provided within our website infrastructure which is hosted in a secure manner.

We do not use the information you provide to make any automated decisions that might affect you.

We keep all enquiry emails and securely archive them within our CRM system. We will note your consent to receive further communications and ensure these preferences are applied.

[Other types of transactions via our website]

All transactions on our website, including email enquiries, mailing list signups, download requests, meeting requests and quotation requests may request personal data to be submitted. This personal data is collected lawfully and once again may include requests for items such as contact name, email address, telephone number and further details you can provide of legitimate interest that may help us with the nature of your enquiry.

No personal data is shared and it is stored within our secure CRM system. No automated decisions are made on any of the data provided and your preferences with regards to marketing opt-in will also be noted against your profile.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the Who Are We section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.