



Commercial Vehicle Locks

Privacy notice 2018

This Privacy notice explains when and why we collect personal information about people who visit our website, how we use it, we may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes.

Any questions regarding this Policy and our privacy practices should be sent by email to sales.tvl.co.uk

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about products and services

What type of information is collected from you?

The personal information we collect might include your name, address, email address and contact number, to process your contractual requirement

How is your information used?

We may use your information to:

- administer orders that you have submitted

- to complete our obligations arising from any contracts order entered into by you and us;

- pursue your views or comments on the services we provide;

- advise you of changes to our services;

- deliver communications which you have requested that's of interest to you regarding our offering

- handle a request for information, specification or individual application.

- We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations we will hold your personal information on our systems for as long as is necessary for the relevant activity

Who has access to your information?

We shall not share you information to any third parties

Your choices

You have a choice about if you wish to receive information from us. If you do not want to receive direct marketing communications from us about our exciting products and enhancement security services, then you can select your choices by ticking the relevant boxes

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent.

How you can access and update your information

The accuracy of your information is important to us. if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@commercialvehiclelocks.co.uk

You have the right to ask for a copy of the information we hold about you

Complaints

What are your rights if at any point you believe the information we process on you is incorrect you request to see this information and even have it corrected or deleted, if you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter, if you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the information commissioner's office (ICO)

Security precautions in place to protect the loss, misuse of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our system.

Use of 'cookies'

Like many other web sites, we do use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your location. This helps us to improve our website and deliver a better service.

16 or Under

We are concerned to guard the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's authorisation beforehand when you provide us with personal information.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018