

## Privacy Policy

R. Hamilton & Co Ltd, (Hamilton Litestat) takes the confidentiality of your personal data very seriously. We are committed to safeguarding the privacy of our website visitors always, and this privacy policy details how we will treat your personal data.

The new GDPR (General Data Protection Regulation) legislation has now come into effect (25<sup>th</sup> May 2018) across the UK and EU. Companies who store personal information about individuals are obliged by law to inform their customers, suppliers and business contacts that they are storing the information and the reasons why.

We, at Hamilton, are transparent about the information that we store, the purpose for storing it and how it is used. Hamilton is committed to protecting and respecting your privacy and stores the following information and the reasons why:

### The information we collect

1. We store and use your name, telephone number and email address to contact you concerning Purchase Orders, Order Queries, Deliveries, Invoices, Payments & Product Enquiries.
2. As a visitor to the Company website, we may also collect information about your computer and your visits to and use of our website including: IP address details, geographical location, industry sector, browser type, referral source, length of visit and number of page views.
3. You may also be asked to provide us with personal information on various occasions. This could be, for example, to request information from the Company, to take part in competitions, to become a member in a customer club, to request/order product samples. The type of information we collect for these purposes is typically your name, company address, telephone number and e-mail address, and sometimes even your personal identification number.

### How is information used?

The information we collect is used for the following purposes:

- to be able to offer safe and simple use of our website
- to be able to communicate with you in connection with competitions, training events, and other interactive offers
- to be able to provide you with information about the Company and our services
- to be able to offer you marketing and advertisements which we think you will find interesting

### Which information must you provide?

On every occasion you are requested to provide personal information, it will be clear when the information is required for a service and when it is purely voluntary to provide it.

## Cookies & IP-addresses

To be able to offer information and solutions which are tailor-made and adapted to users of our website, we sometimes use cookies to store and search for information about you. A cookie is a small amount of data which is sent to a web reader from a web server and which is stored on the hard disk of your computer.

Cookies are commonly used to:

- Identify your computer
- Count the number of users to different websites
- Trace the interest in certain offer, clubs and competitions
- Measure traffic patterns on websites

Cookies are not used to collect information about visitors' names or email addresses.

## Modifying your browser settings

You can modify your browser settings at any time, including setting your browser to notify you when you receive a cookie, giving you the choice to decide whether or not to accept it. If you reject cookies, you may still use our sites, but functionality of some areas may be limited.

Below are links to information on managing your cookie preferences with common browsers:

- Google Chrome: <http://support.google.com/chrome/bin/answer.py?hl=en&answer=95647>
- Mozilla Firefox: <http://support.mozilla.org/en-US/kb/Enabling%20and%20disabling%20cookies>
- Microsoft Internet Explorer: <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>
- Safari: <https://support.apple.com/en-gb/guide/safari/manage-cookies-and-website-data-sfri11471/mac>

To learn more about Google Analytics and to opt-out, please visit:

<http://www.google.com/analytics/learn/privacy.html>

For more information about cookies generally, please visit: <http://www.iabeurope.eu/cookies-faq.aspx> and [www.youronlinechoices.eu](http://www.youronlinechoices.eu)

For any questions related to our web technologies, you may always contact us via email at [info@hamilton-litestat.com](mailto:info@hamilton-litestat.com)

## Links

Our website includes links to other sites on the Internet. We cannot take responsibility for how personal data is handled by these external websites. We therefore urge you to look closely at each external website's policy for dealing with personal information.

## Your rights

You may instruct us not to process your personal data for marketing purposes by email: [info@hamilton-litestat.com](mailto:info@hamilton-litestat.com) at any time. In practice, you will have opted-in to allow us to use your data for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal data for marketing purposes'

## Who has access to my personal information?

The Company is the sole owner of the personal information, which we collect. We do not sell personal information to any other company. In certain circumstances however, we do share personal information with our co-operation partners both inside and outside the EU.

Examples of occasions on which we would share information in this way are:

- In relation to marketing purposes when personal information is processed together with information concerning, for example, demography, interests and habits.
- Information and advertising campaigns, personal information may be shared with companies whom we co-operate with and who help us during the campaign.
- For the purpose of fulfilling our commitments to share information with our suppliers, distributors, retailers and news agencies.

## Security and secrecy

The security of your information is important to us. We have implemented appropriate technical and organisational security measures to protect the information in our care, both during transmission and once we receive it. We take physical and technical security measures to protect our data from accidental or unlawful destruction, loss, or alteration, and from unauthorised disclosure or access.

No transmission of data over the Internet is guaranteed to be completely secure. While we strive to protect your data, it may be possible for third parties not under the control of Hamilton to unlawfully intercept or access transmissions or private communications. Unauthorised entry or use, hardware or software failure, and other factors may compromise data security. Hamilton cannot ensure or warrant the security of information you transmit to us. You acknowledge and assume this risk when communicating with us.

## Who are we?

We are: R Hamilton & Company Limited, and operate from 2 locations:

1. Unit 10, Carrick Business Centre, 7-10 Bonville Road, Brislington, Bristol BS4 5NZ
2. Unit G, Quarry Industrial Estate, Mere, Wiltshire BA12 6L

## Data Protection Controller

Our Data Protection Controller is Karyn Shipway, and she is tasked with ensuring our data protection program is operating effectively and in accordance with law. If you have need to contact our Data Protection Controller, you may email her at [karyn.shipway@hamilton-litestat.com](mailto:karyn.shipway@hamilton-litestat.com) However, we respectfully request that you only email our Data Protection Controller regarding urgent matters pertaining to a possible non-compliance with law.

## Contact

If you have any general questions about how we deal with your personal information, please send an e-mail to [info@hamilton-litestat.com](mailto:info@hamilton-litestat.com) You have the right to request what information we hold which relates to you as well as ask us to correct information we hold about you that is out of date or inaccurate.

If you no longer wish to receive information from us, please contact us by email. An email address to which you can make such as request is located at the end of the information we sent to you.

## Amendments to this policy

The Company will update and change this policy from time to time. We therefore recommend that you check regularly if any amendments have been made before you provide any personal information to us. **June 2018**

## Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

