

# Privacy Policy

Leisure Spares Ltd complies with the General Data Protection Regulation (EU) 2016/679.

This privacy policy aims to explain:

- i. The types of personal data we might store and process in relation to you as a customer or as a visitor to our website.
- ii. The lawful basis on which we might store or process personal data.
- iii. Your rights with regard to the personal data.
- iv. How we protect the personal data.
- v. Contact details.

## Personal Information

The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.

We may store and process the following personal information that may be attributed to you as a customer.

- i. Name
- ii. Address
- iii. E-mail address
- iv. Phone
- v. Username and password
- vi. Order Information
- vii. Information voluntarily provided by you during your contacts with LTO

## Lawful Basis and Purpose

We process your personal information for the purpose of sending you quotations, requested technical information, invoices, credit notes, goods delivery, service delivery, newsletters, invitations to training meetings and other necessary communications.

Such processing takes place on the basis that it is necessary for us to fulfil our agreement (contract) with you and for our legitimate interest in sending you marketing information.

We store your personal information as long as necessary to fulfil the purpose of the processing. Should our customer relationship expire, we will store your name, address, e-mail address, and phone number for marketing purposes for up to one year after the customer relationship expires following which the data will be anonymized or deleted.

We will always process your personal information to the extent and during the time we are required to do so by law.

We may disclose your personal information to personal data processors, e.g. companies providing IT services. In such cases, personal data access agreements will be entered into which ensure that your personal information is processed only in accordance with this privacy policy. We do not sell, trade or otherwise transfer your personal information to third parties.

## **Your rights**

You have the right to receive confirmation whether personal data concerning you is being processed or not. In case that we are dealing with your personal data, you have the right to access those personal data, as well as information about purpose of the treatment of the personal data.

You have the right to have incorrect personal information about you corrected without unnecessary delay.

You have the right to have personal information about you deleted without unnecessary delay where that personal data no longer necessary to meet the purposes for which it was collected or when the personal data was processed illegally.

You have the right to request that we restrict the processing of your personal information in some cases. If contesting the correctness of personal data, you may require that we limit the processing of them during the time it takes for us to verify if the information is correct.

You have the right to object to the processing of your personal information, which is based on our legitimate interest. If so, we must prove compelling legitimate reasons that weigh heavier than your interests, rights and freedoms to continue the process.

You have the right to object to the processing of your personal data where the processing is undertaken for direct marketing. Under the circumstances of receiving such an objection, we will no longer process your personal information for that purpose.

You may, in certain circumstances, obtain the personal information you have provided to us and concern you in an electronic format that is widely used. You are entitled to transfer such data to another personal data controller (data portability).

## **Protection of Personal Data**

We take security measures to protect your personal information. Only those employees who perform a specific task which requires it have access to personal data. The IT systems used to store personal data is in a secure environment.

## **Contact Details**

Should you have questions or comments or wish to exercise your rights according to GDPR, please contact us either by e-mail, telephone or letter.

### **Controller**

Name	Kevin Wells
Address	Miro House, Becklands Close, Boroughbridge, YO51 9NR
Email	kevin.wells@leisurespares.co.uk
Telephone	01423 32 00 07

You are also entitled to file a complaint with the UK Supervisory Authority; Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)