

## **VELSAR LTD - PRIVACY POLICY**

### **What is this policy?**

Velsar Ltd takes privacy seriously and we are committed to protecting it.

This policy outlines how Velsar Ltd collects, uses, maintains and discloses your information to comply with the The General Data Protection Regulations (GDPR). This is our main privacy policy and it applies to the website [www.velsar.co.uk](http://www.velsar.co.uk) and all products and services offered by Velsar Ltd.

Please read this policy carefully so you can have a comprehensive understanding of our practises and working methods regarding your personal data, and how we will use it.

### **Who we are**

For the purpose of UK data protection laws, Velsar Ltd is the data controller. This means that we decide how and why your personal information is processed.

Our registered address is Unit 16I Chalwyn Industrial Estate, St. Clements Road, Poole, Dorset, England, BH12 4PE. The company is registered in England, company number 12965823.

For the purpose of this policy we are contactable at: [contact@velsar.co.uk](mailto:contact@velsar.co.uk)

### **How we use your personal information**

When you use our website, our products or services, interact with us online, or by phone, email or otherwise, the categories of information that we collect about you are as follows:

#### **Personal information you give to us:**

This is information about you that you give to us voluntarily through:

- our website [www.velsar.co.uk](http://www.velsar.co.uk)
- our social media accounts and third party websites or portals eg. Facebook, Instagram, AutoTrader.
- corresponding with us by phone, email or otherwise
- visiting us at our business address

This includes information provided at the time of purchasing products from our website shop, filling our contact form or making an enquiry. We may also ask you for information when you report a problem while using our website.

We may collect some of your personal information, that includes, but is not limited to your name, address, contact numbers, email address, payment details, vehicle ownership, IP address of your device.

We make sure information we collect is relevant to the nature of your contact with us and limited to what is necessary.

### **Personal information we collect about you:**

We automatically collect the following information when you interact with us: details of transactions you carry out through our website [www.velsar.co.uk](http://www.velsar.co.uk) and of your visits to our site, including, but not limited to traffic data, location data, weblogs and other communication data, and the resources you access.

We also automatically collect some technical information, including the Internet protocol (IP) address of your computer or device to the Internet. These are used for statistical purposes. Please read the “cookie” section of this policy for more details.

### **Personal information we may receive from other sources:**

In general we do not seek information about you from others. Sometimes we may receive some of your details you input to other sites to contact us or to provide a comment, or we may receive some of your details from your employer or family member, should you act as their representative.

### **How we use your personal information**

When we process your information, we will ensure that your data is processed lawfully and in a transparent manner.

Our basis for using your data are as follows:

#### **Where we have a legitimate business interest**

We may use and process your information where it is necessary for us to correspond or communicate with you in relation to our products or services, including when you contact us to obtain a quote, discuss some pre contractual terms, or post-sales enquiries.

We may also use your information for analysis and marketing strategy and to improve our shop's online security.

#### **Where there is a legal requirement**

We will use your personal information to comply with our legal obligations such as to identify you when you contact us, to verify if we have accurate details about you, or to help us comply with relevant legislation (eg. for accounting purposes).

#### **To perform a contract with you**

We may use and process your personal information where we have supplied you (or continue to supply you) with any products or services, where you are supplying us with products and services, where we have arranged for the supply of another company's products

or services to you; or where you are in discussions with us about any new product or service.

We make sure information we collect is relevant to the nature of your contact with us and limited to what is necessary.

### **When you have provided consent**

We may use and process your information where you have agreed for us to do so by opening an account with us online (for use of our shop) or signing up for a marketing messages from us.

### **How we share your data**

We may disclose some of your information to our third party service providers, agents, subcontractors, or other organisations that provide services to us.

Such third parties may include providers of accountancy services, administrative services, payment processing services (who will need your card payment details to enable a secure transaction) when you buy our products or services, cloud service providers, website hosting and email providers.

When we use third party service providers, we only disclose to them your personal information that is necessary for them to provide their service. We always have a contract in place with them that requires them to keep your information secure and to only use it in accordance with our specific instructions.

We may also disclose your personal information when we have a legal duty to do so, like assisting in an official inquiry.

### **Where we store you personal information**

We make every effort to store your information on servers within the UK, although on some occasion our servers or third party service may be located outside of the UK /EEA. These countries may not have the same level of data protection rules as the UK. We therefore will always take steps to ensure that the most secure available measures of data protection are provided.

### **How long we keep your personal information**

We keep personal information for as long as necessary to ensure we can deliver our services and in line with legal requirements.

We do not retain personal information in an identifiable format for longer than is necessary.

### **Security and links to other sites**

We understand that the transmission of information through the internet is not completely secure. We will do our best to protect your personal information, but we cannot guarantee the security of your information you send to our website, before we receive it. Once

we have received your personal information, we put in place reasonable and appropriate controls to ensure that it remains secure against accidental or unlawful destruction, loss, alteration, or unauthorised access.

This also applies to any paper form documents that you provide to us or that we store. If you create a password (or if we give it to you) it is your responsibility to keep it confidential.

Our website may contain links to other websites run by third parties. We cannot be held responsible for the privacy policies and practices of other websites even if you access them using links that we provide. This also applies if you visit our website using a link from other website. We cannot be responsible for those external websites privacy policies and you should always check policies of those websites.

### **Cookies**

Our website [www.velsar.co.uk](http://www.velsar.co.uk) uses cookies (including Google Analytics cookies) to obtain an overall view of visitor habits and visitor volumes to our website. 'Cookies' are small pieces of information sent to your computer or device and stored on its hard drive to allow our website to recognise you when you visit.

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

It is possible to switch off cookies by setting your browser preferences. For more information how to switch them off on your device, please use information provided by your browser.

### **Your rights**

You have a legal right to ask to see a copy of the personal information that we hold about you. Such requests are called subject access requests. If you would like to make a subject access request, please contact us: [contact@velsar.co.uk](mailto:contact@velsar.co.uk) or write to us:

Velsar Ltd, Unit 16I Chalwyn Industrial Estate, St. Clements Road, Poole, Dorset, England, BH12 4PE.

If you think that information we hold about you may not be correct or up to date, if you change any of the details we hold, please contact us so we can update our records.

Where we use your information because you gave us your content, you may withdraw your consent any time by contacting us.

You may ask us to erase your personal information from our systems or restrict it's processing. Please contact us to do so. Unless there is a reason that the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request.

### **Changes to this policy**

This policy may change from time to time and we recommend you regularly check here for any changes.

### **Contact us**

Please get in touch should you have any questions, comments or requests regarding this policy.

Our address is:

Velsar Ltd,  
Unit 16I Chalwyn Industrial Estate,  
St. Clements Road,  
Poole,  
Dorset,  
England,  
BH12 4PE.

Our email address is: [contact@velsar.co.uk](mailto:contact@velsar.co.uk)