

Privacy Statement for Ian's Electric Engines Limited

Ian's Electric Engines Limited is committed to safeguarding your privacy. Please read the following privacy statement to understand how your personal information will be treated when you interact with Ian's Electric Engines Limited.

What personal information does Ian's Electric Engines Ltd. collect?

Ian's Electric Engines Limited collects personal information from you when you provide it to us directly, for example:

- Information about yourself and, if applicable, the company you work for, when you contact us, is held on record. This may include your name and contact details, and if applicable, your company or group name and details, and how you heard about the company and products.
- Transaction, billing and delivery information, if you make a purchase with us.
- Records of your interactions with us, e.g. if you phone, write or send email to enquire about our products, ask a technical question, report a problem or otherwise contact us.
- If you interact with one of our representatives, for example at our offices, a show or customer premises.
- Our website is for visitor information only and we do not collect/use personal information from visitors to the site. We do not use cookies for targeted marketing etc.
- We also have a YouTube channel, which will use normal YouTube functions for general analytics of the views, but we cannot access or utilize specific identifiable information about individual visitors to the site, unless the visitor chooses to subscribe to the channel. However, we do not use that information.

How does Ian's Electric Engines Limited use my personal information?

Depending on the nature of your contact with Ian's Electric Engines Limited and your interactions with us, and the permissions you give us, we will use your personal information for the following purposes:

- To fulfil your order and/or provide you with the services you have requested.
- To manage and respond to any queries or complaints.
- For market research, e.g. we may contact you for feedback about our products.
- To send you marketing messages, where we have your consent or are otherwise permitted to do so.
- For security purposes, to investigate fraud and where necessary to protect ourselves and third parties.
- To comply with our legal and regulatory obligations.

We rely on the following legal bases, under data protection law, to process your personal information:

- Because the processing is necessary to perform a contract with you, or take steps prior to entering into a contract with you (e.g. where you have made a purchase with us, we use your personal data to process the payment and fulfil your order).
- Because it is in the legitimate interests of Ian's Electric Engines Limited and your company, where you are submitting orders on your company's behalf.
- Because we have obtained your consent (e.g. where you contact us with a query, where you have given us additional information, or if you consent to receive marketing from us).
- Because it is in Ian's Electric Engines Limited legitimate interests to maintain and promote our services. We are always seeking to understand more about our customers in order to offer the best customer experience.

With whom does Ian's Electric Engines Limited share my personal information?

Ian's Electric Engines Limited needs to share information with certain selected third parties in order to operate our business:

- **Service Providers and Suppliers:** We may occasionally need to provide information to our service providers / suppliers (e.g. for personalized graphics, which may be best dealt with directly between customer and supplier), as well as to those third parties involved in the delivery chain (for example freight forwarders, couriers and delivery companies). On occasion, we may also share personal information with our professional and legal advisors (e.g. for audit purposes etc.).
- **Government Authorities:** Where your order is due for delivery outside the UK, we may need to share information with customs authorities both in the UK and in the country of destination. We may also share personal information with law enforcement or other governmental authority, e.g. to report a fraud or in response to a lawful request.
- **Media:** From time to time, we may release aggregated and anonymized marketing statistics to business partners, or may use these in press releases, advertising, or published reports. We would only personally identify you or any other customer in such press releases, advertising, or reports with your prior consent.
- **Business or Asset Sale:** In the event that we sell any business assets, the personal information of our customers may be disclosed to a potential buyer. In this event, we will make reasonable attempts to ensure the buyer will be bound by the terms of this privacy statement.

Ian's Electric Engines Limited may also disclose personal information in cases where we believe the disclosure is necessary to protect the rights, property or personal safety of Ian's Electric Engines Limited, our customers, employees or the public, or where we are otherwise legally permitted to do so.

Where does Ian's Electric Engines Limited store my personal information, and how long for?

We keep your personal information for as long as we need it for the purposes set out above, and so this period will vary depending on your interactions with us. For example, where you have made a purchase with us, we will keep a record of your purchase for the period necessary for invoicing, tax and warranty purposes. We may also keep a record of correspondence with you (e.g. if you have made a complaint about a product, for as long as is necessary to protect us from a legal claim, or you have enquired about other or future products).

Please note that where you have asked not to receive marketing communications, we will keep a record of your contact details, unless instructed otherwise, to ensure we do not send you marketing emails or other types of correspondence in future.

What does Ian's Electric Engines Limited do to protect my personal information?

Ian's Electric Engines Limited always aim to deliver the highest level of service and security to our customers.

We do not have facilities for online credit or debit card payments, so we do not hold digital information on customer bank accounts etc.

Where direct bank payments are made, these transactions take place directly between the customer's own bank and Ian's Electric Engines Limited bank (Lloyd's Bank) and sensitive information is not accessible by Ian's Electric Engines Limited.

We will never ask you for your online password in an unsolicited phone call or in an unsolicited email (or in any other circumstance).

How does Ian's Electric Engines Limited use my personal information for marketing?

Unless requested, Ian's Electric Engines Limited may send you emails, call or text you regarding Ian's Electric Engines Limited products and services. In addition, we may occasionally send you direct mail about products that we feel may be of interest to you.

It is likely that some or all of these marketing messages may be tailored to you, based on what we know about you and/or your company.

If you no longer want to hear from us, at any time you can:

- Email us on ians.electric.engines@gmail.com
- Telephone us on 07947 076988

- Write to us at: Ian's Electric Engines Limited, 11 Carnoustie Close, Hilltop, Bromsgrove, B61 7NP.

You may also see adverts for Ian's Electric Engines Limited on third party websites, in magazines, social media etc. but these are not targeted advertising from us.

How can I access, update, correct or delete my personal information?

If you have a query regarding your personal information, please contact us using the details below. Under UK data protection law, you have the right to access, correct, and request the erasure of your personal data, and Ian's Electric Engines Limited will comply with any requests to exercise these rights in accordance with applicable law. Please be aware, however, that there are a number of limitations to these rights, and there may be circumstances where we are not able to comply with your request.

Cookies

Ian's Electric Engines Limited does not use cookies or similar technologies from its website. For more information about cookies, please read our cookies policy.

Contact Us

For questions regarding this privacy notice or how we use your personal data, please contact us in one of the following ways:

- Email us on ians.electric.engines@gmail.com
- Telephone us on 07947 076988
- Write to us at: Ian's Electric Engines Limited, 11 Carnoustie Close, Hilltop, Bromsgrove, B61 7NP.

You are also entitled to contact the UK Information Commissioner's Office if you have any questions or concerns regarding your personal information.

Updates to this Privacy Statement

We may change this privacy statement from time to time in order to reflect changes in the law, regulatory guidance or our data privacy practices in compliance with the law. When this happens and where required by law, we will provide you with a new or an updated notice detailing how the use of your personal information is changing and, if necessary, obtain your consent for the further processing.

This Privacy Statement was last updated in May 2018.