

Privacy Notice

Introduction:

We are Powertecnikue (hereinafter referred to as “Powertecnikue” “us” and “we”) and are a registered company (company number 02643516) at Unit 4 Concorde Close, Segensworth North, Fareham, Hampshire, PO15 5RT

This privacy notice applies to personal data that is collected or used by Powertecnikue. Powertecnikue appreciates the interest you have shown in our company, products and services by visiting our website, www.powertecnikue.com or related communication channels, such as, but not limited to, our social media pages, letters, telephone, email or live chat. This privacy notice applies to all the personal data that we collect when you interact with us, such as visiting our websites, using the products or services offered by us, when you purchase products or services, when you subscribe to newsletters, when you interact with us as a business customer, supplier or business partner, etc.

This includes, without limitation, all online and offline collections of all types of personal data.

1. Why do we ask you to share your personal data

To provide you with efficient and effective services, we may need to collect personal data. We may also need to share your personal data with other service providers who are contracted to carry out services on our behalf. These providers are obliged to keep your personal details secure and use them only to fulfil your service request.

We ask you to share your personal data with us for purposes that include, but are not limited to:

- 1.1 Buying products and services, the execution of agreements such as sales, billing, shipment of products or services, registration, warranty, service communications, account management.
- 1.2 Receiving information about Powertecnikue products and services;
- 1.3 Providing support (upon your request) via communication channels, such as telephone, email or letter.
- 1.4 Participating in Powertecnikue online communities, including our social media channels/pages and blogs;
- 1.5 Storing your preferences for future interactions and communications from Powertecnikue;
- 1.6 Helping us to improve products and services, and allowing us to keep you informed of, or involve you in new products and services;
- 1.7 Resolving product and services issues;
- 1.8 Receiving personalised messages, special offers and advertisements that are relevant to your personal interests, based on the information you have shared with us and on the information, we have collected through cookies or similar techniques regarding your use of the Powertecnikue website/social media/blogs.
- 1.9 Managing customer relationships

- 1.10 Facilitating information access
- 1.11 Obtaining feedback on our products and services
- 1.12 Enhancing communications

We generally process your personal data only for those purposes that we have communicated with you. If we use it for other (closely related) purposes, additional data protection measures will be implemented if required by law.

2. Type of personal data we may collect

When you interact with us, for instance by a sales enquiry, requesting a service, purchasing a product or interacting with us via our site, we may collect

- 2.1 Your name;
- 2.2 Your address;
- 2.3 Business/company name;
- 2.4 Contact information such as email addresses and telephone numbers
- 2.5 Information about the products and services you have purchased
- 2.6 Demographic information such as post code, preferences and interests
- 2.7 A list of URL's starting with a referring site, your activity on our site, and the site you exit to.

3. How do we use your data

- 3.1 All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under the GDPR at all times. For more details on security see section 5, below
- 3.2 Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests. Specifically, we may use your data for the following purposes:
 - 3.2.1 Communicating with one of our sales or service team by email, phone or in writing
 - 3.2.2 Requesting or ordering a product or service
 - 3.2.3 Making a purchase
 - 3.2.4 Making a support enquiry
 - 3.2.5 General information requests
 - 3.2.6 Participating in a promotion;
 - 3.2.7 Participating in a social media activity related to a powertecnique promotion, e.g. clicking "like" or "share";
 - 3.2.8 Asking to receive messages on your mobile phone/device;
 - 3.2.9 Subscribing to a powertecnique newsletter;
 - 3.2.10 Sending us completed forms, included with your powertecnique product;

- 3.2.11 Cookies placed on your computer or mobile device when you visit our website;
- 3.2.12 Social Listening: powertecnikue may search the Internet for relevant and publicly available content and use it to improve its products or services, resolve consumer issues and provide targeted marketing
- 3.2.13 Voluntarily participating in testing or survey
- 3.2.14 Replying to emails from you
- 3.2.15 Supplying you with emails that you have opted into;
- 3.2.16 Market research
- 3.2.17 Analysing your use of our site and gathering feedback to enable us to continually improve our site and your experience;
- 3.3 With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003
- 3.4 You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.
- 3.5 We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

4. Your Rights

- 4.1 As a data subject, you have the following rights under the GDPR, which this Policy and our use of personal data have been designed to uphold:
 - 4.1.1 The right to be informed about our collection and use of personal data;
 - 4.1.2 The right of access to the personal data we hold about you (see section 9);
 - 4.1.3 The right to rectification if any personal data we hold about you is inaccurate or incomplete (please contact us using the details in section 12);
 - 4.1.4 The right to be forgotten – i.e. the right to ask us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 3 but if you would like us to delete it sooner, please contact us using the details in section 12);
 - 4.1.5 The right to restrict (i.e. prevent) the processing of your personal data;
 - 4.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
 - 4.1.7 The right to object to us using your personal data for particular purposes; and
 - 4.1.8 Rights with respect to automated decision making and profiling.
- 4.2 If you have any cause for complaint about our use of your personal data, please contact us using the details provided in section 12 and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

- 4.3 For further information about your rights, please contact the Information Commissioners Office or your local Citizens Advice Bureau.

5. Retention of data

Powertecnicque will only retain your personal data while it is lawful to do so, such data will be kept only as long as is necessary for that purpose. Personal data will only be held where at least one of the following apply:

- 5.1 We have your express consent to hold and process your data for specific purposes
- 5.2 When there is a necessity to perform obligations of or enter into a contract with you
- 5.3 Where it is necessary for compliance with a legal obligation to which powertencique is subject
- 5.4 When it is within your vital interest
- 5.5 When there is legitimate interest

Once the basis of the above-mentioned reasons to retain your data have ceased and there is no longer a lawful requirement to keep your data it will be removed from our systems. As the lifecycle of our products are generally long, we will keep data for up to 3 years following the end of a contract, service or warranty period where legitimate interest remains. Where your consent has been given we will require this to be renewed every 3 years, where consent is not given before the 3-year renewal period has expired, we will remove your personal data as there is no longer a lawful base on which to retain it.

6. Sharing your personal data with others

- 6.1 We will not sell or lease your personal information to third parties.
- 6.2 In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal obligations, a court order, or a governmental authority.
- 6.3 We may sometimes contract with third parties to supply products and services to you on our behalf. For example we may sell you a product or offer you a service in a joint effort with another company (business partner or sub-contractor). These may also include payment processing, delivery of goods, search engine facilities, advertising, and marketing. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law.
- 6.4 We may compile statistics about the use of our site including data on traffic, usage patterns, user numbers, sales, and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you. We may from

time to time share such data with third parties such as prospective investors, affiliates, partners, and advertisers. Data will only be shared and used within the bounds of the law.

- 6.5 If we are required by law to obtain your consent, or otherwise believe that your consent is appropriate in the circumstances, we will obtain your consent before we share your personal data.

7. What happens if our business changes hands

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

8. Your right to withhold information

- 8.1 You may access most areas of our website without providing any data at all. However, to use all features and functions available on our site you may be required to submit or allow for the collection of certain data.
- 8.2 You may restrict our use of Cookies. For more information, see section 10.

9. How can you access your data

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Under the GDPR, no fee is payable and we will provide any and all information in response to your request free of charge. Please contact us for more details at GDPR@powertecnik.com or using the contact details below in section 12.

10. Our use of cookies

- 10.1 Our site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of our Site and to provide and improve our products and services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.
- 10.2 All Cookies used by and on our Site are used in accordance with current Cookie Law.
- 10.3 Before Cookies are placed on your computer or device, you will be shown as a prompt, requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of our Site may not function fully or as intended.

10.4 The following first party Cookies may be placed on your computer or device:

Name of Cookie	Purpose
Cookie Privacy Setting	This cookie is used to record if a user has accepted the use of cookies on this website
Auto Login	This cookie is used to record if a user has chosen to auto login on their return to this site. It contains a random login code for this user, it DOES NOT contain any user info or passwords
Download support items	This cookie is used to record if a user has completed the protected file download form. If this cookie is found the user will not need to complete the form for future download requests
ASP.NET_Sessionid	This cookie is essential for the Login protected areas of this site. It is set only for those people using the site. This cookie is deleted when you close your browser
Various (depending on controls used on this site)	These cookies are used by telerik page controls to record their state e.g. grid configs and editor menu bar selections

10.5 Our site uses analytics services provided by Google Analytics. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how our site is used. This, in turn, enables us to improve Our Site and the products and services offered through it. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of our site, it does enable us to continually improve our Site, making it a better and more useful experience for you.

10.6 The analytics service(s) used by our site use(s) Cookies to gather the required information.

10.7 The analytics service(s) used by our Site use(s) the following Cookies

Name of Cookie	First/Third Party	Provider	Purpose
Google Analytics	Third Party	Google	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited

- 10.8 In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third party cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
- 10.9 You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access our site more quickly and efficiently including, but not limited to, login and personalisation settings.
- 10.10 It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

11. Cloud

Powertecnicque may store your personal data in a cloud. This means that your personal data may be processed on behalf of Powertecnicque by a cloud service provider and could be stored in different locations around the world. Powertecnicque makes use of organisational and contractual measures to protect your personal data and to impose similar but in no way less restrictive requirements on our cloud services providers, including requirements that your personal data be processed exclusively for the purposes mentioned above.

12. Contacting Us

If you have any questions about this Privacy Notice, please contact us by email at GDPR@powertecnicque.com, by telephone on 01489 560700, or by post at Powertecnicque, Unit 4 Concorde Close, Segensworth North, Fareham, Hampshire, PO15 5RT. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you (as under section 2, above).

13. Changes to our Privacy Policy

The services that powertecnicque provide are always evolving and the form and nature of the services that we provide may change without prior notice to you. For this reason, we reserve the right to change or add to this privacy notice from time to time and will post any revisions on our websites so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

We encourage you to check back often to review any updates that may have been made to this privacy notice.