

AE Industrial & Air Equipment Ltd Privacy Policy

Who is collecting the data?

AE Industrial & Air Equipment Limited is a company registered in England under company number 1331066.

We are a leading company engaged in the supply, installation and maintenance of compressed air, pneumatic controls and product finishing equipment and systems. AE Industrial is a member of the Eyre and Elliston group.

We are committed to ensuring that your privacy is protected. This policy, together with our Terms and Condition sets out the basis on which any personal data we collect from you, or that you provide to us will be processed by us.

We strictly adhere to all Data Protection Regulations and we are registered with the Information Commissioner (registration number is Z5868995) as a data controller.

What data is being collected / What is the legal basis for processing the data?

To service our account customers we need to know your name, trading company name, postal address, email address and telephone number. Appropriate banking details will also be held to service BACS and/or card payments and repayments (credits). The relevant information is then used by AE Industrial & Air Equipment Limited to provide you with the goods or services you have requested and to communicate with you on any matter of legitimate interest.

Will the data be shared with any third parties?

Your data will only be shared with authorised suppliers, solely for the purposes of provision of goods and services.

How will the information be used?

Your information is used primarily for servicing, sales, delivery and billing for goods provided.

We will also use your contact details to send emails of legitimate interest to you, such as product promotions, product updates, product recalls and arranging product servicing. All electronic communications will provide you with the ability unsubscribe from receiving further contact.

If, at any time, you wish to have your information removed from our active databases, please send an email entitled "REMOVE FROM DATABASE" to datacontroller@eegroup.co.uk.

How is your data protected?

We endeavour to protect the information you provide and have various security procedures in place. We store the information provided to us on our secure servers where it can only be read by authorised personnel. Any payment transactions are encrypted using Secure Socket Layer (SSL) technology. This protects your data while being sent over the internet from being intercepted and misused by third parties.

Firewalls are used to block unauthorised traffic to the servers and the actual servers are located in a secure location which can only be accessed by authorised personnel.

If you have been granted access to your services online you are expected and obliged to keep your password confidential. You must not share a password with anyone and we recommend that you use a password unique to our service (avoid using the same password as for different online accounts).

How long will the data be stored for?

Your data is stored no longer than is necessary under Data Retention Regulations. In practice your records of sales invoicing is currently stored for 6 years.

What rights does the data subject have?

You have the right of access to a copy of the information comprised in their personal data;
You have the right to object to processing that is likely to cause or is causing damage or distress;
You have the right to prevent processing for direct marketing;
You have the right to object to decisions being taken by automated means;
You have the right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed; and
You have the right to claim compensation for damages caused by a breach of the Act.

If you wish to discuss any aspect of your relationship with AE Industrial and/or its use of your data you can write to

The Data Controller
Eyre & Elliston Group
191 Chatsworth Road
Chesterfield S40 2BD

or email your enquiry to datacontroller@eegroup.co.uk.

How can the data subject raise a complaint?

If you wish to make a complaint about the way that we handle your personal data, you may contact the Information Commissioner's Office through their website www.ico.org.uk.