



# **CORPORATE POLICY**

## **PRIVACY**



01952 676 925



[info@engineersmate.com](mailto:info@engineersmate.com)

Your privacy is critically important to us. At Engineers Mate Ltd we place great importance on protecting the privacy of our website users. We are committed to providing a safe and secure user experience and will ensure that the information you submit is used only for the purposes set out in this policy.

This privacy policy applies to all "personal data" as defined by the General Data Protection Regulation 2018.

## Information You Provide to Us

We only collect information about you if we have a reason to do so—for example, to provide our Services, to communicate with you, or to make our services better.

## Web Orders

Engineers Mate Ltd collects information about web orders and website customers (incl. Invoice address details; Delivery Address details, an email address and possibly a mobile phone number, as well as the items orders and prices).

## Emails

The email addresses are stored and required in order to identify customers to the web site. Multiple addresses as well as the company name and phone number are also stored. This information is accessible and maintainable by the customer.

All emails sent out by the system are stored to allow you to recover if emails are lost due to spam filters or other issues. These are currently kept indefinitely.

## Payment Provider & Log

As part of the checkout process the site is required to communicate with a 3rd party system in order to take payments this information includes the invoice address details as well as details of the items ordered and is required in order to process the transaction. No card information is send or received during this process. All data send and received is stored in a log for auditing and error processing purposes. This information is currently kept indefinitely.

## We Do Not Share Information

In accordance with the Data Protection Act 1998, we are committed to protecting your privacy and will never share your confidential information with anyone.

## How Do We Use Your Personal Information?

We use your personal information to provide you products and services, such as to fulfil your requests for products or to help us personalise our offerings to you. We also use your personal information to support our business functions, such as fraud prevention, marketing, and legal functions.

## Will My Details Be Used For Marketing?

We will not e-mail you in the future unless you have given us your consent and will only send occasional newsletter e-mails if you want us to. If at any time you wish to change this simply send an unsubscribe e-mail request to [info@engineersmate.com](mailto:info@engineersmate.com).



## Security Measures

All data stored by Engineers Mate Ltd is held in a fully protected environment. We ensure that any data held by us is monitored internally against unauthorised access, destruction, loss or manipulation. Our systems remain constantly vigilant to protect the sensitive information we retain.

## Cookies

Usage of a cookie is in no way linked to any personally identifiable information while on the site. Once the user closes their browser the cookie simply terminates. If a user rejects the cookie, they may still use our site.

## Log Files

We may use IP addresses to analyse trends, administer the site, track movement on the site, and gather broad demographic information. IP addresses are not linked to personally identifiable information.

## Choices

You have several choices available when it comes to information about you:

- **Opt-Out of Electronic Communications:** You may opt out of receiving promotional messages from us. Just follow the instructions in those messages. If you opt out of promotional messages, we may still send you other messages, like those about your account and legal notices.
- **Set Your Browser to Reject Cookies:** You can usually choose to set your browser to remove or reject browser cookies before using the Engineers Mate website, with the drawback that certain features of engineersmate.com may not function properly without the aid of cookies.
- If you do not agree with this privacy policy, you should not submit your personal information on this Web Site.

## How To Reach Us?

If you have a question about this Privacy Policy, or you would like to contact us about any of the rights mentioned in the Choices section above, please email [info@engineersmate.com](mailto:info@engineersmate.com).

On behalf of Engineers Mate Ltd



Andy Bowyer  
Director

