



Privacy Policy

As with all responsible businesses, we'll do our best to safeguard the privacy of all our visitors – and you'll rightly expect us to do that.

When you use our website, you agree to this policy and consent to our use of cookies in the ways we tell you about below.

How we use your personal data

Because we're interested in making our website better by understanding which pages are popular (and which are not) and how long people spend on our site we process "usage data" which tells us about your visit and how our website was used. This data may include your IP address, referral source, how long you stayed, what pages you looked at and how you navigated through our site. We use Google Analytics to store and process this data. But the important thing is any information recorded is all anonymised and we don't know who "you" are.

Sometimes you might want to get in touch with us and we've put a web form on our site to make it easy for you to do this. Email works equally well and we call this information "enquiry data". We don't use the information you send us in an enquiry to offer, market or sell products or services to you. We'll just reply to your communication, keep your email for a few weeks and then either delete it if we hear no more from you or it will become part of the ongoing chain of communications we keep regarding any new projects.

We also ask that you don't send us anyone else's personal data, unless we have a good reason for asking you to do so.

Our clients

If we're actively working on a project with you then we'll have kept your contact information in our email and accounting systems so that we can keep you updated, and send you invoices for work we've completed.

Providing your personal data to others

When we must, we may pass your personal data on to our professional advisers including bookkeepers and accountants. We'd only do this when necessary to help us manage risks, obtain professional advice, and manage any legal disputes.

As well as any of the above situations, we may also process your personal data where it's necessary for compliance with a legal obligation to which we're subject, or to protect your interests or the interests of others.

Retaining and deleting personal data

We aim not to keep any personal data for any longer than is necessary. Usage data is stored by Google Analytics and is therefore subject to their own data retention policies.

Enquiry data is never stored in a records management system so is not kept in perpetuity.

For legal and accounting reasons we keep client contact and billing information in our accounting system whilst they are an active client, and for up to seven years after any partnership comes to an end.

Amendments

If we choose to update this policy, we'll publish a new version on our website. You should check occasionally to make sure you're happy with any changes.

Your rights

Some of the rights you have under data protection law are complex, and we've not included the details of those rights in this policy. You should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

Updating information

Please let us know if the personal information we hold about you needs to be updated or corrected.

Cookies policy

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

Cookies that we use

We use cookies for the following purposes:

- analysis - we use cookies to help us to analyse the use and performance of our website and services; and
- cookie consent - we use cookies to store your preferences in relation to the use of cookies more generally.

Cookies used by our service providers

Our service providers use cookies and those cookies may be stored on your computer when you visit our website.

We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.

Managing cookies

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- <https://support.google.com/chrome/answer/95647?hl=en> (Chrome)
- <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox)
- <http://www.opera.com/help/tutorials/security/cookies/> (Opera)
- <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer)
- <https://support.apple.com/kb/PH21411> (Safari)
- <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge)

Blocking all cookies will have a negative impact upon the usability of many websites. If you block cookies, you may not be able to use all the features on our website.

Our details

Our company number is 13826763 and our registered office address is Unit 8 Bowman Court, Whitehill Lane, Royal Wootton Bassett, Swindon, Wiltshire, SN4 7DB

You can contact us:

By post, using the business address above.

By telephone - 01793 741120

By email - enquiries@wessexpumps.co.uk