

Carbon Technology Ltd Privacy Policy

Carbon Technology Limited is committed to protecting and respecting any personal data you share with us.

This statement describes what type of information we collect from you, how it is used by us, how we share it with others and how you can manage the information we hold.

We will never send you unsolicited 'junk' email or communications or share your data with anyone else who might.

We do not sell your information to third parties, but we do work closely with selected partners who help us provide you with the information and products that you request from us.

The content of this statement may change from time to time so you may wish to check this page occasionally to ensure you are still happy to share your information with us.

Information we collect about you

Customers - We collect information about you when you approach us via our website, by email or verbally for information about our products and services. Also to enable us to manage your account including carrying out credit and other background checks, where applicable.

Suppliers – We collect information about you to enable us to engage with you about our orders and facilitate payments for goods and/or services.

The information we collect includes some or all of the following:

- Name (including title)
- Address
- Phone number
- Email address
- Where you engage with us in a business context we may collect your job title, company contact details including email address
- Any information within correspondence you send to us
- Bank account details
- Credit rating

How this information is used

Contractual performance

We may use and process your personal information where this is necessary to provide quotations, answer queries about our products and complete your orders and purchases.

Legal obligation

We may process your personal information to comply with our legal obligations, for example the need to keep invoices and accounting records.

How we share this information

We do not sell your information to third parties. However, we may disclose your information to companies or organisations to which we pass the responsibility to handle services on our behalf, for example accountancy and legal advisers.

We will take steps to ensure that any third party who handles your information comply with the data protection legislation to protect your information and only disclose the information necessary for them to provide the service they are undertaking on our behalf.

We do not transfer your data outside the EU.

How long do we keep this information

We will only keep your personal information for as long as necessary to fulfil the purpose we collected it for, including for the purposes of complying with any legal, accounting or reporting requirements.

At the end of the retention period your data will be deleted.

To determine the appropriate retention period we consider the nature and sensitivity of the data and the potential risk of harm from unauthorised use or disclosure.

The only exceptions to this are where the law requires us to hold your personal information for a longer period or delete it sooner or you have exercised your right to have the information deleted and we do not need to keep it for any reasons required by law.

How you can manage the information we hold about you

You have the following rights under data protection law. If you contact us about these rights we may ask you for information to confirm your identity and we will then respond to you within 30 days after we have received any request (including any identification documents requested).

- To ask for a copy of the information we hold about you
- To correct and update the information we hold if it is inaccurate or incomplete
- To object to our use of your personal data as long as we do not have any continuing lawful reason to continue to process the information
- To have your information erased provided we do not have any continuing lawful reason to use and process the information

You have the right to complain to the Information Commissioner's Office. Details can be found at ico.org.uk.