

Privacy Policy

This policy explains how and why we use personal information. It should be read in conjunction with our Cookies Policy, which provides details of how we use cookies and similar technologies to enable you to browse our website effectively.

About us

We are Engineered Composites Ltd (“ECL”), a company registered in England and Wales (Company No. 02036199) with its registered office at St. Johns Chambers, Lover Street, Chester, CH1 1QN. We are listed on the Information Commissioner’s register of data controllers under number: A8280818.

Collection of Information

As a Website visitor, you do not have to submit any personal information in order to use the Website. We collect only personally identifiable information that is specifically and voluntarily provided by visitors when they complete the Contact Us Form or the Request a Callback Form. Such information may consist of, but is not limited to, your name, Company name, email address and telephone number. This information is necessary for ECL to deal with your enquiry.

If you purchase products from us, this will result in us collecting personal data about you (for example, we collect the name, address, email and telephone number of business contacts).

Third party sources. We sometimes collect additional information about actual or prospective customers from third party sources. Most of the time this won’t be personal data (for example, we might obtain information about a company’s business and performance), though on occasion we may receive personal data (such as a person’s work email or telephone number, or details of their role within a business).

How we use your information

We only ever use your personal data with your consent, or to the extent necessary to:

- enter into, or perform, a contract with you;
- comply with a legal duty;
- remember your preferences e.g. if you ask not to receive marketing material, we will keep a record of this, or
- for our own (or a third party’s) lawful interests (such as marketing, internal record keeping, market research or to improve our products) provided your rights don’t override these.

Information is used only for the specific purpose for which it was provided.

We use personal information (such as email addresses) to market and promote our products to other businesses. You can opt out of receiving information from ECL or request that your personal details are deleted from our systems at any time by emailing us here at info@engineered-composites.co.uk

We will never sell your personal data or share it with third parties who might use it for their own purposes.

Security of Information

Generally accepted standards of technology and operational security have been implemented to protect personal information from loss, misuse, alteration or destruction. All personnel of ECL are required to keep personal information confidential and only authorised persons have access to such information.

Data Retention

Information is kept for as long as is necessary to fulfil your request. We store logs of outbound emails for up to 3 years after the email is sent for the purposes handling abuse complaints and compliance monitoring.

We will continue to store limited information about the customer (including transaction records) for up to 8 years for accounting, record keeping and administrative purposes. If we consider there is a need to store records for longer (for example, the transaction has been the subject of a dispute or claim) then we will retain the data for as long as is necessary.

Your rights

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which (for individuals) are as follows:

- the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of it (this is known as a subject access request);
- the right to have inaccurate data rectified; and
- the right to object to your data being used for marketing or profiling.

If you would like further information on your rights or wish to exercise them, please write to: The Commercial Manager, Engineered Composites Ltd, Unit 4B, Borders 2 Ind Park, River Lane, Saltney, Chester, CH4 8RJ or email info@engineered-composites.co.uk.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so. If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you should contact the UK Information Commissioner's Office, which oversees data protection compliance in the UK. Details of how to do this can be found at www.ico.org.uk.

Links to other websites

Our website may contain links to other websites. We do not control those other sites and we cannot be responsible for the content of those sites or for the protection of any information you provide to other sites (which are not governed by this privacy policy). We accept no responsibility or liability for such other websites. You should exercise caution when entering personal information online and look at the privacy statement applicable to the website in question.

Questions

Any questions about your personal data or this policy should be directed to the following address: Commercial Manager, Engineered Composites Ltd, Unit 4B, Borders 2 Ind Park, River Lane, Saltney, Chester, CH4 8RJ, alternatively you can email us at info@engineered-composites.co.uk.

Changes to this statement

Our privacy policy may be updated from time to time and the latest version will always appear on the ECL website.

Last modified: 22/04/2018