

## **Privacy Policy**

Hanlin Ltd. understand that your privacy is important and we are committed to ensuring that any personal information you provide us is treated with the highest standards in line with the new data protection regulation (GDPR). We promise to look after your personal information and we will not sell any information about you to any other party.

### **Collecting Personal Information**

Personal information refers to any information or data that may be used to identify an individual and may include your name, email address, postal address, phone number, payment details and other information required to provide you with our products and services. We will only collect information about you if you are willing to provide it. Examples include:

- When you request information about products and services
- When you require delivery of goods
- When you want to set up an account

### **Using Your Personal Information**

Under GDPR, we must always have a lawful basis for using personal data. Your personal data may be used for one of the following purposes:

- Taking, processing or delivering your order, processing or obtaining payment or notifying you of any change in your order
- Contacting you regarding orders or responding to any of your queries
- Processing your request to open an account
- Contacting you in relation to competitions or other promotions that you have entered or subscribed to
- Providing you with customer care and technical or product support
- Enabling us to comply with any legal or regulatory requirements
- Sending invoices, receipts or account information
- Contacting for feedback on our company or products and services

We will never share your details with 3rd parties unless required. We will not use your details for marketing purposes unless you have previously given us permission to do so by 'opting-in'. If you have opted in, we will send you newsletters, special offers, notifications of upcoming events, educational blogs and other such services.

### **Accessing Your Personal Data**

You have the right to access the personal information we hold about you at any time. You can ask us for details of this information. This is known as a "subject access request".

All subject access requests should be made in writing to Hanlin Ltd, 58 Heming Road, Washford Industrial Estate, Redditch, B98 0EA.

We will respond to your subject access request within 21 days and, in any case, not more than one month of receiving it. We will aim to provide a complete response, including a copy of your personal data within that time.

### **Data Security**

We are committed to ensuring that your personal information is stored in a secure way. In order to prevent unauthorised access or disclosure, we have put in suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

### **How We Use Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. The only personal information a cookie can obtain is information you provide yourself. A cookie cannot read data from your hard disk or read cookie files created by other sites. Cookies enhance the performance of our website performance in a number of ways, including providing a secure way for us to verify your identity during your visit to our web site and personalising your experience on our site, making it more convenient for you.

This web site uses cookies so that we can serve you better. This site uses visitor tracking software that will use cookies to track information about how visitors come to the website, which pages they visit, and other actions that visitors make whilst on the site. This data is then used in order to improve the user experience of the web site. All user data collected in this manner is anonymous.

### **Links To Other Websites**

Our website may contain links to other websites of interest for example product suppliers and manufacturers. Once you have used these links to leave our site, please note, we do not have any control over the other websites and therefore cannot be responsible for the protection and privacy of any information that you provide whilst visiting these sites (These sites are not covered by our privacy policy). You should exercise caution and look at the privacy policy applicable to any other website you visit.

### **Retaining Your Data**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.