

ONELAN Privacy Policy – May 23rd 2018

This privacy policy tells you about the information we collect from you when you use our website or any of our other range of services. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are ONELAN. Our address is Bryants Farm, Kiln Road, Dunsden, Reading. RG4 9PB. You can contact us by post at the above address, by email at marketing@onelan.com or by telephone on +44 (0) 1491 411 400.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

Why do we collect information?

ONELAN needs to collect and use certain personal information to be able to offer its range of products and services. Your personal data will most commonly be used in the following circumstances:

- Where we need to answer your enquiries
- Provide you with additional data on our products and services
- Where we need to perform the contract we enter into with you and to process payments.
- Where we need to comply with a legal or regulatory obligation.
- Where it is necessary for our legitimate interests (or those of a third party) and when your interests and fundamental rights do not override those interests.
- With your consent, we may also use your information to advertise our products and services to you.

What information do we collect?

- Contact information including; name, address, telephone No, email addresses, other contact info.
- Payment information
- IP addresses
- Account information
- Credit references (when opening an account)
- Typical Website stat data (e.g. what pages you viewed, docs downloaded).
- CCTV images if you visit our site.
- CV and references if applying for a career with ONELAN.
- Cookies (see “when you use our website”)
- Any other information you choose to provide us with.

Sharing of information

During the day to day operation of our business we may need to disclose the information we have received with the following:

- Group companies
- Credit agencies
- Third party service providers
- Shipping info to couriers
- Our employees, agents, consultants and contractors
- Professional advisors
- Any relevant regulatory, governmental or law enforcement authority as required by law

When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser. We may use session cookies on the website. Session cookies will be deleted from your computer when you close your browser.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information.

Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

Most browsers allow you to refuse to accept cookies. For example, in Internet Explorer you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector. This will, however, have a negative impact upon the usability of many websites.

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, job title, company name, country, contact telephone number, email address; the type of business you are from and the product lines you're interested in.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed within our CRM (Microsoft Dynamics) database. This data is shared with relevant in-country sales agents able to respond to your enquiry.

The information may also be added to our email marketing tool, (Mailchimp) to keep you informed of information post sale and based on our legitimate interest.

We do not use the information you provide to make any automated decisions that might affect you.

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

Data Retention

We only keep the data as long as is required to support the reason we collected in the first place or to support legal, accounting, or reporting requirements.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the [Who Are We](#) section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the date of this document each time it is changed.