

Privacy Policy

Flann Microwave Ltd ("We") are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.flann.com you are accepting and consenting to the practices described in this policy.

For the purpose of the General Data Protection Regulations (the **GDPR**), the data controller is Flann Microwave Ltd of Dunmere Road, Bodmin, Cornwall, PL31 2QL, United Kingdom who can be contacted using the following contact details, data@flann.com or +44(0)1208 77777.

INFORMATION WE COLLECT FROM YOU

We will collect and process the following data about you:

- **Information you give us.** This is information about you that you give us by filling in forms on our site www.flann.com (**our site**) or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use our site, subscribe to our service, search for a product, request a quote, place a technical query, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.
- **Information we collect about you.** With regard to each of your visits to our site we will automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page and any phone number used to call our customer service number.



COOKIES

We use cookies for essential website functions such as remembering your Product Search history. We also use Google Analytics to track users across our site – this helps to discover which pages are most popular, and manage the site accordingly.

We do not use cookies to store personal information or to advertise.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
 - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
 - to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
 - to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, we will contact you by electronic means only if you have specifically consented to this;
 - to notify you about changes to our service;
 - to ensure that content from our site is presented in the most effective manner for you and for your computer.

Information we collect about you. The legitimate interests that we will rely upon to process this information are:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

DISCLOSURE OF YOUR INFORMATION

You agree that we have the right to share your personal information with:

- Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.
- Selected third parties, within the UK and EU as long as we have confirmation that their privacy and data policies comply with all relevant legislation including GDPR



We will disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If Flann Microwave Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of Flann Microwave Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you is stored at, a destination within the European Economic Area ("EEA"). It will also be processed by staff operating outside the EEA who work for us or for one of our suppliers. This includes staff engaged in, among other things, the processing of your payment details, the delivery of goods and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

AUTOMATED DECISION MAKING

We do not use automated decision making including profiling.

RETENTION OF DATA

We will only retain your data for as long as we deem reasonable for the purposes outlined above. As many of our products have an extremely long life span we will retain customer data relating to purchases for extended periods as to service the contract including any product updates.

YOUR RIGHTS

We will only process your data for marketing purposes where you have given express consent to us to do so or where there is a legitimate interest for us to do so. The legitimate interests that we will rely on are as listed above under "Uses made of the Information – Information that we collect about you". In any event, we will only rely on legitimate interest as a grounds for processing your data where we have completed a Legitimate Interest Assessment and where such assessment supports the use of such data processing.

We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. We currently disclose personal data for these purposes to the following third parties: Mailchimp.



At any time, even if you have previously consented, you have the right to ask us not to process your personal data for marketing purposes and/or not to disclose it to third parties for marketing purposes. You can do this by contacting us using the following email address: data@flann.com. You can also use this email address to notify us of any preferences you have in relation to the processing of your data for example as to the frequency of communications that you receive from us or the manner or the subject matter of such communications.

The GDPR also gives you the following rights:

1. to access information held about you;
2. to request the deletion or correction of information held about you;
3. to object to or restrict the processing of information about you;
4. to request that information about you be transferred to another person;
5. to complain to the relevant supervisory authority. In the UK this is the Information Commissioner's Office (ICO) <https://ico.org.uk/> whose contact details are as follows:

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

You can exercise these rights by contacting us using the following contact details:

Email: data@flann.com

Postal: HR Manager
Flann Microwave Ltd
Dunmere Road
Bodmin
Cornwall
PL31 2QL
United Kingdom

THIRD PARTY SITES

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

CHANGES TO OUR PRIVACY POLICY

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.



COMPLAINTS PROCEDURE

If you have any complaints in relation to how our business has processed your data or in relation to the exercise of your rights as detailed above you can in the first instance raise your concerns by contacting us as follows: HR Manager, Flann Microwave Ltd, Dunmere Road, Bodmin, Cornwall, PL31 2QL, United Kingdom, or email data@flann.com

We will acknowledge receipt of your complaint within 3 working days and aim to investigate with a concluding response to you within 10 working days.

You may also contact the Information Commissioner's Office in relation to any such complaints <https://ico.org.uk/>

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

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to HR Manager, Flann Microwave Ltd, Dunmere Road, Bodmin, Cornwall, PL31 2QL, United Kingdom, or email data@flann.com