



COUNTY PUMPS LTD – PRIVACY POLICY

Security & Privacy

County Pumps have developed this policy to confirm our commitment and to build confidence about the privacy and security measures we undertake to protect any personal information we hold on our employees, suppliers and customers. County Pumps Ltd takes all reasonable care to prevent any unauthorised access to any personal information held.

When we refer to 'personal information' in this Privacy Policy, we mean information that identifies you as an individual, or is capable of doing so.

By visiting our website or using any of our services and continuing to do so, you indicate your agreement to our use of your personal information as set out in this Privacy Policy.

This Privacy Policy applies to how County Pumps Ltd deals with your personal information. It does not apply to any other company or to any other company's websites that may be accessed in relation to associated or industry websites for technical specification. Any disclosure of your personal information to other companies, must be clarified with them directly according to their privacy practices.

In using the County Pumps website, we assume you are giving consent to the collection and use of this information.

County Pumps will only collect data to:-

- * To take and fulfil customer orders and services
- * Administer and enhance our service to our customers
- * Only disclose information to third-parties for goods delivery purposes

We may ask you for information to enable us to provide our services to you and we may collect this information by telephone, fax, e-mail, written correspondence or via our website. We may ask you for information including your name, address, contact telephone numbers & email address. We may also ask you for other information that relates to the products you are ordering or any services we undertake for you.

We may also request your email address or mailing address for the purposes of adding you to our mailing list. We maintain a strict "no spam" policy that means we do not sell, rent, or otherwise give your email address to a third-party.

County Pumps Ltd will not send you emails that you have not agreed to receive. Appropriate site contact names and details will only be kept where directly relating to services we provide. If you are a member of our mailing list, you will be contacted occasionally with details of products or services. You have the option of 'unsubscribing' from our mailing list at any time, thereby disabling any further such email communication from being sent to you.

We do not collect any personal information about you from other companies and organisations, unless directly relating to works or services we have been requested to administer or undertake on your behalf.

County Pumps do not share your personal information with other companies, unless this pertains directly to undertaking works. All information is in response to properly made requests for works to be offered, for the purposes of the prevention & detection of crime, and the apprehension or prosecution of offenders. We may also provide information for the purpose of safeguarding national security. In either case we do so in accordance with the Data Protection Act. We also provide information when required to do so by law, for example under a court order, or in response to properly made demands, under powers contained in legislation.

The time period for which we keep information varies according to what the information is used for. In some cases, there are legal requirements to keep data for a minimum period. Unless there is a specific legal requirement for us to keep the information, we will retain it for no longer than is necessary for the purposes of providing services and for which the data was collected or for which it is to be further processed.

If you want specific information please provide us with any relevant details to enable us to locate the information about you and we will deal with each enquiry as quickly as possible. This should be made as a formal request in writing with proof of identify for information to be released. A nominal charge may apply.

County Pumps are serious about guarding the security of your personal information and the details of any transactions made. As required by the UK Data Protection Acts, we follow strict security procedures in the storage & disclosure of information which you have given us, to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.

County Pumps Limited's Privacy Policy applies to information collected when you use our website.

If you provide information via the "contact us" or any other interactive feature, you indicate your consent to our use of your personal data in the manner described in this Privacy Policy.

If you browse our website, we may gather information to help make your visit to our website more satisfying. However, this information will not identify you personally.

Over & above the measures we undertake to safeguard your privacy & security online, there are a number of things we also recommend you include to help give extra protection to yourself from Internet fraud:

- Clear any cache so there is no record of any transactions left on screen - all popular browsers let you do this.
- We also recommend you then close your browser so any history of the session is cleared.

We collect information from visitors to our website to help us to make improvements to the website and to the services we make available. We do not share this information with other companies. You or any other individual cannot be identified from the information we hold.

County Pumps Ltd does not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party.

We will disclose your personal information or any of its log file information only when required by law or in the good-faith belief that such actions are necessary to:

- Conform to the edicts of the law or comply with a legal process served
- Protect & defend the rights or property of County Pumps Ltd, or visitors to the
- Identify persons who may be violating the law, the legal notice, or the rights of third parties
- Co-operate with the investigations of purported unlawful activities

All reasonable precautions are made to keep the information disclosed to us secure.

If you have an enquiry or concern about the above policy, please contact:-

Sales Director
County Pumps Ltd
Unit 17 Apollo Business Park
Ironstone Lane
Wroxton
Oxfordshire
OX15 6AY

Email: sales@countypumps.co.uk