

Privacy Policy

Who we are

Robe UK Ltd, a company incorporated in England & Wales, at 3 Spinney View, Northampton, NN3 8RF. We also trade under the names of Anolis UK and MDG Fog UK. We can be contacted at dataprotection@robeuk.com or on 01604 741000

Robe UK will be what is known as the “Controller” of the personal data you provide to us.

About this Policy

This Privacy Notice has been created to make you, our customer, prospective customer, user, specifier or supplier, aware of how Robe UK processes personal data.

Applicable legislation

EU/EEA GDPR 25th May 2018

Data we collect

We only collect basic personal data about you which may include name, address, telephone number, email address, trading profile, marketing/communications, financial and transactional information and bank details.

Data defined as Sensitive

We do not collect any sensitive data, this is currently defined as:- race or ethnic origin, political opinion, religious or philosophical belief, trade union membership, data containing health or sex life and sexual orientation, genetic data, biometric data.

How we collect your data

We collect and process your personal data after an initial business contact has been established (such as at a trade show, exhibition, social event or from a website visit) or when you contact us by telephone, email or social media. We also process your data when you enter into a contract as a customer or supplier. In any event, we will only use your information for the purpose or purposes it was collected for (or for closely related purposes).

Purpose of processing data

We need to know your basic personal data in order to:

- Register you as a prospective customer, user, specifier or other interested party
- Register you as a prospective supplier of goods and services
- Register you as a member of one or more of our industry social groups
- Tell you about our products, services, industry initiatives and events
- Fulfil requests for information on pricing, supply, technical data or use of our products
- Supply you with or receive supplies of goods and services

We will not collect any personal data from you we do not need to provide, administer and manage the relationship between us.

The Legal Basis on which we hold your personal data

How long information will be stored depends on the information in question and what it is being used for. We will continue to review what information we hold and delete what is no longer required. We never store payment card information .

Purpose	Legal Basis	Data will be held for
New enquiry	Legitimate Interest	1 year
User / Specifier / Member	Legitimate Interest	5 years
Prospective Customer	Contract	5 years
Customer / Supplier	Legal Obligation	7 years

Transfer to third parties

We may share your information with third parties where the processing enables us to enhance, personalize or otherwise improve our services/communication, prevent and identify fraud, verify your identity, carry out a credit assessment or comply with legal requirements, such as: payment processing services, banks, auditors, HMRC, credit agencies and other professional advisory services. We may also share your data with Couriers and other trusted companies in order to deliver your products or service. These third parties may operate outside the EU.

Transfer outside the EU

We only cooperate with partners that process personal data within the EU/EEA. If we choose to engage suppliers outside the EU/EEA, e.g. cloud service providers, we will, in such cases, adopt special protection measures such as signing agreements that include standardised model clauses for data transfer which have been adopted by the European Commission and which are available on the European Commission's website or by engaging companies that maintain the same level of protection as within the EU/EEA by, e.g., having adhered to what is referred to as the Privacy Shield agreement between the EU and the USA.

Security of your data

We have adopted appropriate security measures to prevent your personal data from being accidentally lost, used, altered, accessed or disclosed in an unauthorised way. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

Your rights & choices

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- . Request access to your personal data
- . Request correction of your personal data
- . Request erasure of your personal data
- . Object to processing of your personal data
- . Request restriction of processing your personal data
- . Request transfer of your personal data
- . Right to withdraw consent

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive, excessive or involves us in an unreasonable amount of work.

We will need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights).

We try to respond to all legitimate requests within one month. Occasionally it may take us longer if your request is particularly complex, or you have made a number of requests.

Website cookies, links, plug-ins

We use cookies to track and measure how many users visit a website, and how often they return. This anonymous data helps us to determine how to improve our marketing and is collected using third party web analytics.

We use web advertising. In order to use this type of service we will have placed a Pixel within the site. We may also, on occasion, use specialist marketing to re-target website visitors based on their browsing behaviour.

Our rights to update

This policy is valid from 25th May 2018 and supersedes all previous versions. The policy may be updated at any time, however, the latest version will always be available at this link robedataprotection.com/uk/privacy

Contact details

If you wish to raise a complaint on how we have handled your personal data, you can contact dataprotection@robeuk.com, who will investigate the matter. If you are not satisfied with our response or believe we are not processing data in accordance with the law, you can complain to the Information Commissioner's Office, the UK supervisory authority for data protection.