

Melcourt Privacy Notice

The General Data Protection Regulation ("GDPR") is the new legal framework effective from 25 May 2018 in the European Union.

Building on current data protection laws, GDPR gives every business a new set of obligations and every consumer strengthened rights regarding their data. Melcourt Industries Ltd are taking steps to ensure compliance and listed below is information about the data we hold, how we use it and how individuals can access the information we hold about them.

What data do we hold

We securely hold basic personal data about individuals which can include name, address, email and phone number. We will not collect or hold any personal data from individuals that we do not need.

Why we need your data

We need to know your basic personal data in order to provide you with products or information that you have asked us for.

What we do with your data

All the personal data we hold is only processed by our staff. No third parties have access to your personal data unless we are legally obliged to provide it. We will never pass your data to any third parties unless this is required for order or service fulfillment. Such third parties could for example be transport companies or email marketing service providers and are only those that we trust to comply with their obligations under the data protection legislation. We have a data protection regime in place to oversee the effective and secure processing of your personal data.

How long we keep your data

If you are a customer we are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed. Any personal information that you have opted to give us for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information. If you notify us that you no longer wish us to hold your data for the purposes of marketing information we will securely delete your details within three months of your request.

Accessing the personal data we hold

Individuals are entitled to ask for details about the data we hold on them and the way it is used. We will answer any such requests in a timely manner. Such requests can be addressed for the attention of the Data Protection Officer at mail@melcourt.co.uk or by telephone on 01666 502711.

