

GDPR PRIVACY POLICY (EU)2016/679

Privacy notice last updated 21/05/2018

- At Penguin Engineering Ltd we are committed to maintaining the trust and confidence of our customers when visiting our websites, contacting us by email, telephone, fax, and letter, or visiting us in person at our offices or at exhibitions. We want you to know that Penguin is not in the business of selling, renting, or trading your details with other companies, businesses or persons for marketing or other contact purposes. We are against that approach and always have been. Please be assured that we do not share your personal details with any other company or persons without your consent. Penguin Engineering will not directly or indirectly use your personal data for email or other marketing purposes.
- In the privacy policy below we list as much detail as we can think of that we use your personal data. If you think anything is missing please contact our Data Protection Officer on the contact details below.
- Penguin Engineering Ltd is a company incorporated & registered in England and Wales under company No: 1626206 with it's registered address at 3 Furniss Way, Station Road, Hayling Island, Hampshire, PO11 0ED, United Kingdom. VAT No: GB 339 3165 48.
- Types of data we collect and store about you and how it's collected. We don't use cookies!. When someone visits www.penguineng.com Google Analytics collect non personal "Anonymised" details, the information is collected in a way which does not identify any identities or personal information, the information we receive is the number of people who saw our business on Google Search, the number of people who saw our business on Google Maps, the number of people who asked for directions to our business and the number of people who found our phone number on Google and called our business. We do not make and have never given Google permission to find out the identities of those visiting our websites.
- In the course of maintaining our business we internally store information provided directly by you for the purpose of supply of product, service, and request for information in relation to the products that we supply. By giving us this personal data you are giving us permission to store this information for the following reasons. We collect the following personal information necessary for this task, preferred name and title, registered address and delivery address if different, email address, telephone and or mobile phone numbers, temporary paper storage of payment card details, (we never store your payment card details electronically) only holding card detail long enough to collect payment and details of products purchased from us. We will use this information only for

the purpose that it was collected unless we consider that for other reasons in connection with the product provided we need to contact you for, as an example product safety recall.

- We will only pass on relevant personal details necessary for the dispatch of goods to be delivered to you via logistics providers or directly from our suppliers. We will also, if required, for the purpose of law enforcement, government/public officials or agencies, regulators or any person with pursuant of a court order where we are legally required to supply the requested information or to protect our rights, interests, property, safety and privacy.
- The only reason for long term storage of personal information is for future identification of product supplied or information requested to assist in the supply of replacement goods, spares or service for product previously supplied. This might include billing and administration including refunds and credits etc, these records will be kept for a minimum of 7 years.
- You are not obliged at any stage to supply us with any personal data but if you fail to do so it might make it impossible to supply and ship to you the goods requested. You are by prior appointment welcome to collect directly from our registered office without the necessity to supply personal information.
- Your personal information will be secured by all possible means at our disposal and will only be handled by two key members of our staff, please remember that the transmission of personal data via the internet is never completely secure and although we will do our very best to protect you we cannot guarantee your security for data transmitted to us which is outside of our control and as such is at your own risk. We will notify you promptly in the event of any breach of your data which might expose you to serious risk.
- Please only pass on third party personal data with the express permission of the owner.
- You have the right to request, upon proof of adequate identity, a copy of the information that we hold about you. You can amend or delete the personal information that we hold by emailing our Data Protection Officer on the contact details below.
- Penguin Engineering and our Data Protection Officer will update and amend our Data protection policy without direct or prior notice, our websites will always contain our up to date statement.
- To contact the Penguin Engineering Ltd Data Protection Officer please email; graham@penguineng.com or in writing at our registered address.