

Website privacy notice

We ask that you read this website privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

This website privacy notice is divided into the following sections:

- Who we are
- Our website
- Our collection and use of your personal information
- Cookies and similar technologies
- Marketing
- Your rights
- Keeping your personal information secure
- How to complain
- Changes to this website privacy policy
- How to contact us
- Do you need extra help?

Who we are

This website is operated by Gordon Low Products Limited (Company Incorporated in England and Wales with registered number 15444486).

We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

Our website

This privacy notice relates to your use of our website, www.gordonlowproducts.co.uk, only.

Throughout our website we may link to other websites owned and operated by certain trusted third parties to. These other third party websites may also gather information about you in accordance with their own separate privacy policies. For privacy information relating to these other third party websites, please consult their privacy policies as appropriate.

Our collection and use of your personal information

We collect personal information about you if you use our email link on our website to contact us.

We collect this personal information from you either directly, such as when you use our email link to contact us or indirectly, such as your browsing activity while on our website (see 'Cookies' below).

The personal information we collect about you depends on the particular activities carried out through our website. Such information includes:

- your name, address and contact details
- details of any feedback you give us by phone, email, post or via social media
- information about the services we provide to you

We use this personal information to:

- create and manage your account with us
- verify your identity
- provide goods and services to you
- customise our website and its content to your particular preferences
- notify you of any changes to our website or to our services that may affect you
- improve our services

This website is not intended for use by children and we do not knowingly collect or use personal information relating to children.

Our legal basis for processing your personal information

When we use your personal information we are required to have a legal basis for doing so. There are various different legal bases upon which we may rely, depending on what personal information we process and why.

The legal bases we may rely on include:

- **consent:** where you have given us clear consent for us to process your personal information for a specific purpose
- **contract:** where our use of your personal information is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract
- **legal obligation:** where our use of your personal information is necessary for us to comply with the law (not including contractual obligations)
- **legitimate interests:** where our use of your personal information is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal information which overrides our legitimate interests)

Further information—the personal information we collect, when and how we use it

For further details on when we collect personal information on our website, what we collect as well as how we use it, please read the following sections:

When information is collected	What information we ask for	How and why we use your information
When you make contact with us via our website	Contact details: <i>your name, address, phone number and email address</i>	<p>We ask for this:</p> <ul style="list-style-type: none"> — to create and manage your account with us — to communicate with you about your account <p>We rely on the performance of our contract with you and your consent as the lawful basis for collecting and using your personal information.</p> <p>We will keep this information until:</p> <ul style="list-style-type: none"> — you close your account with us — we close your account

Who we share your personal information with

We routinely share personal information with:

- third parties we use to help deliver our products to you, eg payment service providers, warehouses and delivery companies;

- third parties approved by you, eg social media sites you choose to link your account to or third party payment providers;
- our bank;
- Debt collection agencies;

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

Whether information has to be provided by you, and if so why

We require you to provide contact information (*eg name, address, delivery address etc*) to enable us to process and deliver your orders.

Cookies and similar technologies

A cookie is a small text file which is placed onto your device (eg computer, smartphone or other electronic device) when you use our website. We do not currently use cookies on our website although it is possible we may do in the future in which case our website will tell you. If Cookies are used they help us recognise you and your device and store some information about your preferences or past actions.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org.

Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us at info@gordonlowproducts.co.uk
- let us have enough information to identify you
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to this website privacy policy

This website privacy policy was published on [23/07/2018] and last updated on [23/07/2018].

We may change this website privacy policy from time to time, when we do we will inform you.

How to contact us

Please contact us on info@gordonlowproducts.co.uk, if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact Tom Low, , please send an email to info@gordonlowproducts.co.uk or call 01480 405433.