



C&S Electrical Wholesale Ltd

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PRIVACY POLICY

1. OUR BELIEFS REGARDING PRIVACY AND DATA PROTECTION

- User privacy, their data and its protection are human rights
- We have a duty of care to the people we employ, interact and trade with
- Data is a liability, it should only be collected and processed when absolutely necessary
- We will never sell, rent or otherwise distribute or make public personal information

2. RELEVANT LEGISLATION

Along with our business and internal computer systems, this website is designed to comply with the following national and international legislation with regards to data protection and user privacy:

- UK Data Protection Act 1988 (DPA)
- EU Data Protection Directive 1995 (DPD)
- EU General Data Protection Regulation 2018 (GDPR)

This site's compliance with the above legislation, all of which are stringent in nature, means that this site is likely compliant with the data protection and user privacy legislation set out by many other countries and territories as well. If you are unsure about whether this site is compliant with your own country of residence's specific data protection and user privacy legislation, you should contact our data protection officer (details of whom can be found further down our policy for clarification).

3. PERSONAL INFORMATION THAT THIS WEBSITE COLLECTS AND WHY WE COLLECT IT

This website collects and uses personal information for the following reasons:

Site visitation tracking

Like most websites, this site uses Google Analytics (GA) to track user interaction. We use this data to determine the number of people using our site, to better understand how they find and use our web pages and to see their journey through the website.

Although GA records data such as your geographical location, device, internet browser and operating system, none of this information personally identifies you to us. GA also records your computer's IP address which could be used to personally identify you but Google do not grant us access to this. We consider Google to be a third party data processor (see below).

GA makes use of cookies, details of which can be found on Google's developer guides. FYI our website uses

the analytics.js implementation of GA.

Disabling cookies on your internet browser will stop GA from tracking any part of your visit to pages within this website.

In addition to Google Analytics, this website may collect* information (already held in the public domain) attributed to the IP address of the computer or device that is being used to access it.

Contact forms and email links

Should you choose to contact us using the contact form on our [Contact Us](#) page, or an email link, none of the data that you supply will be stored by this website or passed to / be processed by any of the third party data processors defined below. Instead the data will be collated into an email and sent to us over the [Simple Mail Transfer protocol \(SMTP\)](#). Our own SMTP servers are protected by TLS (sometimes known as SSL) meaning that the email content is encrypted using SHA-2, 256-bit cryptography before being sent across the internet. The email content is then decrypted by our local computers and devices. However, not all mail servers are secured in such a way. Therefore, we would suggest that you always **consider email as an insecure medium** and not include personal, confidential or otherwise sensitive information within an email.

4. HOW WE STORE YOUR PERSONAL INFORMATION

Security Measures

We use a variety of security measures, including encryption tools to help protect your information. When applying for a trade account through our website, all personal content, including bank account information you supply, is transmitted via SSL to secure encrypted internal systems. This is then stored in the encrypted systems for your personal trade account details only. We will not sell, rent or otherwise distribute or make your personal information public. You have the right to request removal of personal information at any time including bank details when accounts have closed and have ceased trading.

Google Analytics

This website uses cookies so that we can provide you with the best user experience possible. You have the right to not give permission for usage of cookies (pop-up banner shown when you first enter the site). This website uses Google Analytics to collect anonymous information such as the number of visitors to the site, and the most popular pages. Keeping this cookie enabled helps us to improve our website. Cookie information is stored in your browser and performs functions such as recognising you when you return to our website and helping our team, to understand which sections of the website you find most interesting and useful. This information is stored for a maximum time of 14 months within google and is then disposed of. Should you visit the website once in 14 months you will not be remembered upon your next visit.

5. OUR THIRDS PARTY DATA PROCESSORS

We use a number of third parties to process personal data on our behalf. These third parties have been carefully chosen and all of them comply with the legislation set out in the legislation section of this document. Both of these third parties are based in the USA and are EU-U.S Privacy Shield compliant.

- Google (Privacy Policy)
- Mailchimp (Privacy Policy)

6. DATA BREACHES

We will report any unlawful data breach of this website's database or the database (s) of any of our third party data processors to any and all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.

7. DATA CONTROLLER

The Data Controller of this website is :

C&S Electrical Wholesale Ltd, a UK Private Limited Company with company number: 3440003

The Data Protection Officer is:

Mr Henry Graydon
General Manager, C&S Electrical Wholesale Ltd.
Email: henry@cselec.co.uk

8. CHANGES TO OUR PRIVACY POLICY

This privacy policy may change from time to time as legislation does or industry requirements change. We will not explicitly inform our customer base or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes. Specific policy changes and updates are mentioned in the change log below.