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**Metalweb Privacy Policy**



* We will be transparent about the information we are collecting and what we will do with it.
* We will use the information you give us for the purposes described in our Privacy Policy, which include providing you with products and services you have requested
* We will also use the information to help us understand you better and so that we can give you relevant offers.
* If you tell us you don’t want to receive marketing messages, we will stop sending them. We will, however, continue to send essential information relating to a product or services you have purchased.
* We will put in place measures to protect your information and keep it secure.
* We will respect your data protection rights and aim to give you control over your own information.

Within the Privacy Policy you will find some examples of why and how we use your personal information. If you have further questions, please get in touch with us by emailing the Data Protection Officer at [dpo@metalweb.co.uk](mailto:dpo@metalweb.co.uk)

Without prejudice to your rights under applicable laws, the above and the Privacy Policy are not contractual and do not form part of your contract with us.

**Control of personal information**

Any personal information processed by Metalweb in connection with this Privacy Policy is controlled by Metalweb Ltd, (Metalweb) which is considered the “data controller” of your personal information under European Union and UK data protection law.

Should you ask us to use a third party for any processing work the company used will also separately be a “data controller”. You can access the privacy policies of these providers from them directly.

**What do we mean by personal information**

Personal information means details which identify you or could be used to identify you, such as your name, contact details and your purchase history. It may also include information about how you use our websites.

**When do we collect this information**

We collect personal information about you whenever you use our services, including when buy from us, when you apply for an account, sell to us, use our website, or interact with us via email or telephone.

**What types of personal information do we collect and retain**

When you use our services, you will need to provide us with your companies or your personal details.

We collect the following categories of personal information:

* Information you provide for Metalweb to complete and manage your order
* Information collected during your interaction with us such as address, telephone numbers, email addresses or business cards
* Information about the products and services we have provided to you in the past.
* Information about your use of our websites.

**When and why do we collect ‘sensitive personal data’**

Certain categories of personal information, such as that about race, ethnicity, religion, health, sexuality or biometric information are special categories of data requiring additional protection under European Union and UK data protection law and is referred to as “sensitive personal data”.

Generally, we try to limit the circumstances where we collect and process sensitive personal data.

**What do we use your company and personal data for**

The main purposes for which we use your personal information are:

* To fulfil your requirements and deliver the products and services you have asked for.
* To send updates and service communications to you.
* To provide products and services tailored to your requirements and to treat you in a more personal way.
* To carry out analysis and market research.
* To carry out marketing including online advertising and keep you informed of Metalweb’s products and services.
* To undertake targeted online advertising.
* To send you updates and service communications.
* For management and administrative purposes, such as delivering invoices, statements and other business-related documents

**When will we send you marketing**

When we have your permission, we may send you marketing communications from Metalweb.

We will respect your choice as to what communications you wish to receive and how these are sent.

**How can you manage what marketing communications you receive, how you receive them or unsubscribe**

If you decide you would no longer like to be sent marketing communications, you can change your mind at any time. The way to stop being sent marketing communications are described below:

You may contact Metalweb by email at [dpo@metalweb.co.uk](mailto:dpo@metalweb.co.uk), requesting a change of how we communicate or you may ask to unsubscribe from all future marketing communications.

Please note that if you tell us that you do not wish to be sent further marketing communications, you will still receive service communications which are necessary, for example, to confirm your order or to provide you with an update on its status. You will also continue to receive communications associated with managing your account, such as invoices, statements and letters associated with cash collection.

**What is our legal basis for using your personal information**

Metalweb will only process your company or personal information where we have a legal basis to do so. The legal basis will depend on the reason or reasons Metalweb collected and needs to use your information. Under EU and UK data protection laws in almost all cases the legal basis will be:

* Because we need to use your information so that we can process your order and perform the contract we have with you.
* Because it is in Metalweb’s legitimate interest as a metal distributor and processor to use your company or personal information to operate and improve our business as metal distributor and processer.
* Because Metalweb needs to use your company or personal information to comply with a legal obligation.
* To protect the vital interests of you or another person.
* Because you have consented to Metalweb using your information for a purpose.

If processing of your data is subject to any other laws, then the basis of processing your data may be different to that set out above and may in those circumstances be based on your consent in all cases

**How long do we keep your company and personal information**

We will keep your information for as long as we need it for the purpose it is being processed for. For example, when you order material with us, we will keep the information related to your order, we will keep the information for a period which enables us to handle or respond to any complaints, queries or concerns relating to the order. The information may also be retained so that we can continue to provide invoices, statements and other related documentation for the management of your account. We may also keep the information indefinitely for marketing purposes unless you have asked us not to

We will actively review the information we hold and delete it securely, or in some cases anonymise it, when there is no longer a legal, business or customer need for it to be retained. If you stop interacting with us as a customer, we will remove or anonymise your information after seven years.

**Performance of a contract with you**

It will be necessary for Metalweb to use your company or personal information to complete an order you have placed with us. For example, we will need to use information such as your contact details and payment information to provide you with products and services you have ordered.

**Legitimate Interests**

As a metal distributor and processor Metalweb has a legitimate business interest to use the company and personal information we collect to offer an effective service and carry out our business.

**Compliance with legal obligations**

There are situations where Metalweb is subject to a legal obligation and needs to use your company and personal information to comply with those obligations.

**To protect the vital interest of you or another person**

There are situations where we may need to use your company or personal information to protect the vital interests of you or another person.

**Consent**

Alternatively, we may collect and use your company or personal information where you have given your specific consent to us doing so.

If the basis of our processing your data is consent to marketing, you can withdraw your consent to such processing at any time, by emailing [dpo@metalweb.co.uk](mailto:dpo@metalweb.co.uk)

However, if you withdraw your full consent, in some circumstances, it may mean we will not be able to provide all or parts of the products or services you have requested from us and you will not be able to cancel your order or obtain a refund of any charges you have paid

**Who do we share your personal information with**

We may disclose your company and personal information to the following third parties for the purpose described here:

* Customs authorities of any country we are delivering your products and services to fulfil your order.
* Third party processors or delivery agencies required to deliver our products or services
* Credit and charge card companies, credit reference agencies and anti-fraud screening service providers to process payments and (where necessary) to carry out fraud-screening.
* In response to a valid, legal request from Government and law enforcement agencies such as customs authorities.
* Third party service providers we are using to provide services that involve data processing, for example, to carry out marketing initiatives or run customer surveys on our behalf.
* Third parties, such as law firms and law courts, to enforce or apply any contract with you.
* Third parties, such as the police and regulatory authorities, to protect our rights, property, or the safety of our customers, staff and assets.
* We may provide usage information including your personal details to marketing agencies to deliver online advertising on websites or social networks.
* If necessary to comply with a legal or regulatory obligation in any jurisdiction, including where that obligation arises because of a voluntary act or decision by us (e.g. our decision to operate to a country or a related decision).

**Requesting a copy of your personal information**

Under the UK Data Protection Act 1998, you may request a copy of any company or personal data about you held by Metalweb. There is no fee for this request.

The request must be sent by email to [dpo@metalweb.co.uk](mailto:dpo@metalweb.co.uk) and must contain the following:

* Your name and postal address.
* Details of your request.
* Any details which may help us locate the information which is the subject of your request, for example: order number, account number or email address or dates of any transactions.

You must also provide:

* photocopy of your passport or driving licence, so that we can verify your identity.
* Your signature and the date of the request.
* If you are applying on behalf a company, then signed authority from a statutory director is required

**What are your legal rights in relation to the personal information we hold about you**

Under data protection laws in the European Union and the UK, you have certain rights in relation to your personal information. Responses to exercise your rights will be provided within one month and generally there is no fee for making these requests. If your request is particularly complicated we may extend the deadline for responding to three months, but we will let you know if this is the case.

We will handle all requests in accordance with applicable law. However, depending on the right you wish to exercise, and the nature of the company or personal information involved, there may be legal reasons why we cannot grant your request. Further explanation of those rights and the exceptions to them are set out below.

**Your rights include the following:**

1. You may request us to stop sending you marketing.
2. You may request us to stop using your company and personal information where we are doing so under legitimate interests, unless it is needed for dealing with legal claims or we have other compelling legitimate reasons that override your rights.
3. You may request us to stop processing of your company or personal information for marketing purposes including analytics for the purposes of targeted marketing, including online advertising.
4. You may access the company or personal information we hold on you.

There are some limited exceptions to this right, such as information relating to others who have not consented to the disclosure of their information and information which is legally privileged.

1. You may ask us to correct your company or personal information (the 'right of rectification’) if that information is inaccurate.
2. You may ask for company or personal information which identifies you to be erased (or forgotten).

To do this we will remove the information that identifies you from the data we hold in our active systems (“anonymise”). However, a separate and restricted copy of the identifying information may be kept for seven years to meet the obligations we have to law enforcement, national authorities and legal proceedings.

**Considerations:**

* We may need to retain certain elements that relate to a contract between you and Metalweb, because we need it for our own legal and auditing purposes
* A record of your request including the personal information you supplied will be retained in the application used to carry this out for three years.
* In some circumstances it may mean we will not be able to provide all or parts of the products or services you have requested.
* We cannot erase your personal information if you have conducted business with us in the last thirteen months or if we hold a forward order with us. You may come back to us once this time period has passed and submit a request.
* We cannot erase your company or personal information if we have identified that you either have an open complaint with us or we hold a previous case for you within the past six years. We are required to retain this information in case there is a need to re-open the complaint.

**How can you exercise your legal rights and change how we use your data**

If you wish to change how we use your company or personal information, please contact us via email at [dpo@metalweb.co.uk](mailto:dpo@metalweb.co.uk)

**Accessing your personal information**

If you wish to receive a copy of your information, you can make your request by email; please include the following information with your request:

* Your name and postal address
* Details of your request
* A photocopy of your passport or driving licence, so that we can verify your identity
* Your signature and the date of the request
* If you are applying on behalf of another company then signed authority from a stator director is required

Please send your request to: [dpo@metalweb.co.uk](mailto:dpo@metalweb.co.uk)

**How will we inform you of changes to this Privacy Policy**

If we change this Privacy Policy, we will let you know about the changes by publishing the updated version on [www.metalweb.co.uk](http://www.metalweb.co.uk) We are committed to protecting and respecting your privacy and will continue to do so in any future changes we make to this Privacy Policy.

This Privacy Policy came into effect on 22 May 2018 replacing our previous Privacy Policy. This Privacy Policy applies to all information we process about you in connection with your relationship with us as a customer or potential customer.

Please email the Data Protection Officer at [dpo@metalweb.co.uk](mailto:dpo@metalweb.co.uk) if you would like to find out more about any matters to do with this Privacy Policy.

**How to get in touch with us and your right to complain to our supervisory authority**

The Data Protection Officer for Metalweb can be contacted at [dpo@metalweb.co.uk](mailto:dpo@metalweb.co.uk)

We work hard to handle your information responsibly. If you are unhappy about the way we do this, please contact Metalweb’s Data Protection Officer who will address your concerns.

However, you have a right to complain to the UK’s Supervisory Authority for data protection, the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF