



# Policy – GDPR & Privacy

## **Introduction**

Trent Control Panels Ltd are committed to protecting the privacy and personal data of our customers in accordance with the General Data Protection Regulation (GDPR) and other applicable privacy laws. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you use our services and interact with our website and related products and services.

## **Information We Collect**

### ***Personal Information***

We may collect personal information from you when you voluntarily provide it to us. This may include your name, email address, contact details, job title, company name, and any other information you choose to provide.

### ***Non-Personal Information***

We may also collect non-personal information about your interactions with our website and services. This may include your IP address, browser type, operation system, device information and other similar technical information.

## **Use of Information**

### ***Personal Information***

We may use your personal information for the following purposes –

- To provide and improve our products and services
- To communicate with you and respond to enquiries
- To send important updates, newsletters, and marketing materials (with your consent, where required by law).
- To process your employment application (if applicable) and evaluate your suitability for any open positions.
- To comply with legal obligations and enforce our rights.

### ***Non-Personal Information***

We may use non personal information for statistical analysis, market research, troubleshooting, and improving our website and services. This information helps us to understand how users interact with our website, identify trends and enhance user experience.

## **Disclosure of Information**

*Service Providers* – We may share your personal information with trusted third-party service providers who assist us in operating our business and providing service to you. These service providers are contractually bound to keep information confidential and use it for the purpose specified by us.

*Legal Requirements* – We may disclose your personal information if required by law, court order, or governmental authority. We may also disclose your information to protect our rights, property, safety or the rights, property and safety of others.



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### **Data Security**

We take reasonable precautions to protect your personal information from unauthorised access, use or disclosure. However, no data transmission over the internet or electronic storage method is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

### **Your Rights**

#### ***Access and Rectification***

You have the rights to access, update and correct personal information. You can do this by contacting us using the information outlined in this policy.

#### ***Opt-out***

You may choose to opt out of receiving marketing communication from us by following the instructions provided in our communication or by contacting us directly.

#### ***Data Retention***

We will retain your personal information for as long as necessary to fulfil the purpose outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

#### ***Changes to this Privacy Policy***

We reserve the rights to update or modify this Privacy Policy at any time. We will notify you of any material changes through our website or other communication channels. Your continued use of our services after any such changes constitutes your acceptance of the revised Privacy Policy.

### **Contact Us**

If you have any questions, concerns or requests regarding this Privacy Policy or the processing of your personal information please contact us at:

Email - [Info@trentproducts.com](mailto:Info@trentproducts.com)

Phone – 01782 844688

Write to us – Trent Control Panels Limited, Dewsbury Rd, Fenton, Stoke on Trent, ST4 2TE

Website – [www.trentproducts.com](http://www.trentproducts.com)

We will strive to address your inquires and resolve any concerns in a timely manner.

By using our services or interacting with our website, you consent to the terms of this Privacy Policy and the processing of your personal information as described herein.