

Introduction

Graham Holmes Astraseal Ltd [Company Registered in England, Number 2593809]

Registered address: Astraseal House, Paterson Road, Finedon Road Industrial Estate, Wellingborough, Northamptonshire, NN8 4EX.

As is true of most companies, Astraseal needs to collect and use your personal information for various purposes. We understand that you care about your privacy, and we take that very seriously. This Privacy notice describes Astraseal's policies and practices regarding its collection and use of your personal data.

Data Protection Officer/Data Contacts

Astraseal is not required to appoint an internal Data Protection Officer, but we have appointed Data Contacts for you to get in touch with if you have any questions or concerns about our personal data policies or practices.

Colin Stanley (Operations Director) is the Company's Data Contact.

Tel: 01933 27233

E-mail: colinstanley@astraseal.com

If you have any query, or if you wish to make a Data Subject Access Request (i.e. to make a formal request to inform you what Data we hold on you, please contact Colin. If you need to notify us of a Data Breach, please e-mail and/or call Colin.

How we collect and use (process) your personal information

As with other companies, we collect personal data through various channels including, but not limited to, the following channels:

- Social media
- Search engine marketing (SEO/PPC/affiliates)
- Offline sales and marketing communications
- Business cards
- Face to face meetings (during the conducting of business)
- CRM platforms
- Subscriptions to our newsletters via our website
- Contact us and enquiry forms via our website

Mostly, the personal data we collect is limited to the kinds of information that can be found on a business card: first name, last name, job title, employer name, work address, work email, and work phone number. We need to collect this information in order to provide you with our products and services. It also helps us personalise and deliver relevant, benefit-driven content in any update e-mails. We do not collect 'sensitive data' about you.

We will store your details on Astraseal's CRM databases and accounts systems respectively, in accordance with our marketing data storage and retention policy.

How we use your personal information:

We may contact you via email with information about offers or promotions we believe will be of interest to you. You can change your preferences or remove your consent at any time by unsubscribing, e-mailing, telephoning or writing to us.

We also use personal information for the purposes of administering and expanding our business activities, providing customer service and making available our products and services to our customers and prospective customers.

If you make an enquiry to us via our website, by email or telephone, we may offer you an opportunity to consent to us storing your personal data for us to send you information relating to your enquiry, on an ongoing basis, until you tell us not to.

When and how we share information with others

Astraseal is committed to ensuring its products and workmanship conform to the very highest standards of safety, quality and professionalism. It is therefore necessary for us to register every installation with the appropriate authorities; and this will include our passing on some of your personal data (e.g. Name, Address and Details of Products/Installation) to FIRAS, FENSA and/or the British Standards Institute. The Privacy Notices of these highly respected regulatory organisations detailing how they use and protect your Data can be found on their Websites.

Transferring personal data from the EU

Astraseal does not transfer data to countries that have not sought nor received a finding of "adequacy" from the European Union under Article 45 of the GDPR. We will only ever do so in the future: with your consent; to perform a contract with you; or to fulfill a compelling legitimate interest of Astraseal in a manner that does not outweigh your rights and freedoms.

Data subject rights

This Privacy Notice is intended to provide you with information about what personal data the Astraseal collects about you and how it is used.

Data subjects have the following rights (subject to the provisions of the GDPR):

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure

- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

If you wish to exercise your rights as a data subject or unsubscribe from marketing consent which you have given previously, please contact one of the Data Contacts.

Data storage and retention

We will retain your Personal Data for up to ten years from the date of submission or alternatively our last communication with you.

Your personal data is stored by Astraseal on its servers, and on the servers of the 3rd party service providers Astraseal engages, which are located within the UK. Astraseal retains data for different durations depending on the purposes for data collection and use.

Astraseal servers/e-mails
CRM platforms
Outlook
Local/shared drives

Questions, concerns or complaints

If you have a complaint, please contact one of our Directors:

Andrew McKeown, Director (Tel: 01933 227233). E-mail: andrewmckeown@astraseal.com)

Mark McMullan, Director (Tel: 01933 227233). E-mail: markmcmullan@astraseal.com)

Richard Essam, Director (Tel: 01933 227233). E-mail: richardessam@astraseal.com)

Colin Stanley, Director (Tel: 01933 227233). E-mail: colinstanley@astraseal.com)