

Privacy Policy & Cookies

Taurus Commercial our Privacy Policy – your rights, your data and how we might use it

Welcome to the Taurus Commercial privacy policy notice. Taurus Commercial may be referred to as "Taurus Commercial", "we", "us", "our" throughout this privacy notice.

Taurus Commercial are committed to protecting your personal information.

This privacy policy will inform you as to how we look after your personal data when you visit and use our website, when used as part of our legitimate interests as part of our day to day business and in relation to our services provided – as well as tell you about your privacy rights (how the law protects you)

Our privacy policy contains important information about what personal details we might collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

Our privacy promise;

Taurus Commercial promise:

- To keep your data safe and secure
- Not to sell your data and pass to any 3rd party
- To give you clear ways to manage and review your marketing preferences at any time
- To only use your personal data when the law allows us to do so.

Identity of controller

Taurus Commercial is the Data Controller in respect of the personal data it receives, uses and for a period of less than 7 days stores in connection with the services provided for its clients (our services) and our own marketing.

How the law protects you

As well as our privacy promise, your privacy is protected by law.

Data Protection law states that we are allowed to use personal information only if we have a proper reason to do so. The law states we must have one or more of these reasons:

- To fulfil a contract we have with you
- This might include to provide services you have requested from us or to quote and/ or to provide details for potential use as might be required by you.
- When it is our legitimate interest; or
- When you consent to it

We will only use your personal data when the law allows us to.

Where we need to perform the contract we are about to enter into or have entered into with you. For example, to administer your order and deliver the services you have requested. See below to find out more about the types of lawful basis that we may rely on to process your personal data.

Generally, we do not rely on consent as a legal basis for processing your personal data. You have the right to withdraw consent to marketing at any time by contacting us.

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you, therefore this will be carefully considered by ourselves.

This might include, but not exclusively;

- To register you as a new client
- Performance of a contract with you
- To process and deliver your order (or services) including: Manage payments, fees, invoices and general accounting administration
- Collect and recover money owed to us
- Marketing and Communications
- To keep our records updated and from time to time to analyse how clients use our services and to inform our marketing strategy
- To analyse how clients use and perceive our services, to develop them and grow our business
- To manage our relationship with you
- Providing support services in relation to our services
- To administer and protect our business and this website (including troubleshooting, testing, system maintenance, support)

Promotional offers from us

We may use your Identity, contact, & business history to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you – this is for specific/ relevant and detailed targeting.

If you wish to see full details regarding the ways that we may use your personal information, and which of the reasons we rely on to do so, please contact us at the address detailed below.

When do we collect information about you

We collect information about you when you engage us for information or services in relation to various matters:

- To provide details regarding our own services
- To provide our services both in terms of marketing for you directly and to provide our services/ to provide marketing services for our clients where we consider you to reasonably be a legitimate, and relevant (by detailed targeting) prospect who would be interested in our client's services and/or property availability.
- Purposes of Recruitment / Employment
- To do business with you as a supplier or partner company

We may also collect information when you voluntarily complete email forms on our web site (or web sites produced by ourselves), reply to written or electronic correspondence (email) with your specific request/ consent to be contacted or sent information.

Information relating to usage of our websites is also collected. We may use your information to personalise your repeat visits to the site. Where you use any forms on our websites to send an email to us, a record will also be made of your details provided voluntarily by you; this might include name, telephone number, postal address and email address as might be relevant to fulfil your request for information.

Why do we need to collect and use your personal data

The primary legal basis that we intend to use for the processing of your data is for the performance of our contract with you or for our legitimate interest in the running of our business. The information that we collect about you is essential for us to be able to carry out the services that you require from us.

Where special category or additional data is required we will obtain your explicit consent in order to collect and process this information.

How will we use the information about you

We collect information about you in order to provide you with the services for which you have contacted or requested from us.

We may use your data supplied to us by separate (3rd Party) compliant data controllers or processors, this data will be highly targeted and where we believe you may have a specific requirement for the information we might send you. You will have a clear opportunity to opt out of this use of your data immediately. Your data will be kept for no longer than a period that might be necessary to complete this service; usually less than 7 days before it is securely disposed of/ deleted.

If you agree or we have a legitimate interest we may email or contact you about other products and/or services that we think may be of interest to you.

Who might we share your information with

We won't share your information for marketing, or any other purposes, with other companies outside Taurus Commercial unless you give consent or interact with our products and services and therefore demonstrate a legitimate interest in our/ or our clients services and products.

In order to deliver our services to you and our clients, effectively we may send your details to clients that engage Taurus Commercial for our services, but only with your specific consent or where there is a legitimate interest to do so as described above. Also, for accountancy or legal services as part of normal accepted & established business practices.

Where third parties are involved in providing your data we will have practices in place with them to ensure that they are compliant; that they are subject to a duty of confidence in processing your data and that they will only act in accordance with compliant practices.

Where it is necessary for your personal data to be forwarded to a third party we will use appropriate security measures to protect your personal data in transit.

Where is your information processed

Your information is processed in the UK.

How do we protect your information

We take information and system security very seriously and we work hard to comply with our obligations at all times, these obligations and systems are reviewed on a regular basis. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.

We have put in place appropriate security measures and breach reporting to prevent your personal data from being lost, used or accessed or disclosed in an unauthorised way.

How long do we keep hold of your information

Your personal data will not be held for longer than is required under the terms of our contract for services with you. Where used as part of our marketing services your data will be kept for no longer than a period that might be necessary to complete this service; usually less than 14 days before it is securely disposed of/ deleted.

You have the right to request deletion of your personal data. We will comply with this request at all times and act quickly when a request is made.

How can I access the information you hold about me?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the contact details noted below. We have an obligation to ensure that your personal information is accurate and up to date. Please ask us to correct or remove any information that you think is incorrect.

You can at any time;

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.

You have;

The right to withdraw consent.

We regularly check our data for accuracy and our policy for the removal/ deletion of data with the 14-day timeframe ensures it is up to date where ever possible under our control, and will never be able to become "old", inaccurate or irrelevant.

Marketing

Where we feel relevant and in a targeted way we would like to send you information about additional products and/or services which may be of interest to you. We may send you such information by email, telephone, and/or post, but only if you have given your consent for us to do so or we have a legitimate interest in doing so.

If you have agreed to receive marketing information, you may withdraw this consent at any time. If you no longer wish to be contacted for marketing purposes, please contact us by email or by post as detailed below.

Cookies

Our websites use Google Analytics, a web analytics service provided by Google.

Google Analytics sets a cookie in order to evaluate your use of our websites and compile reports for us on activity on the websites. Google stores the information collected by the cookie on servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. By using our web site you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit <http://www.allaboutcookies.org>

You can set your browser not to accept cookies and the above website tells you how to remove cookies from your browser. Occasionally some of our web site features may not function as a result of the removal of cookies.

Links to other websites

Our website does not contain links to other third-party websites. If you become aware of any links please report this to us immediately and do not follow these links.

If you are unhappy with how your personal data is processed

You also have a right to lodge a complaint with the supervisory authority for data protection. In the UK this is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

The ICO is the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Changes to our Privacy Policy

We regularly review our privacy policy, updates will appear on our website. This privacy policy was last updated on 5th February 2019

Contact Taurus Commercial

Please contact us if you have any questions about our privacy policy or the information we hold about you.



TAURUS

COMMERCIAL LAUNDRY & CATERING EQUIPMENT