

Our details

Longwood Engineering Company Limited is a Data Controller of the personal data you provide to us, any reference to "us" or "we" means Longwood Engineering Company Limited. Our registered office is Unit 10, Silver Street, Huddersfield, HD5 9BS.

This privacy notice (together with our website privacy policy) sets out the basis on which we collect information from you or which you provide to us and how that information is used.

What we collect and when:

We will only collect for the purposes detailed within this notice.

Specifically we may collect:

- Information from forms such as "contact us" on our website
- By sending us emails or text messages
- By speaking to us over the phone or in our offices
- By applying for or registering for an account with us
- Full details of any purchases made from us including name, address, date, payment cards and bank details
- Information on what you view on our site through use of cookies
- CCTV images, this information may include images of you from CCTV cameras installed externally at our premises and in our Company vehicles. We use this information for the purposes of public safety and the prevention of fraud and other criminal activity
- Basic background information on you available from government sources. We use the Driver Vehicle Licensing Agency to trace number plates and owners in the event of drive-offs or thefts from our premises and vehicles
- Information from banking, credit card and credit reference agencies about your financial status
- Information about you for the purposes of tendering for contracts, producing RAMS, producing and quoting for refurbishment work

Why we need it:

We need your personal data in order to provide you with the following services:

- To enable us to provide you with prospective quotes
- To enable you to order products and services from us and to provide you with those products and services
- To process and receive payments
- To enable us to report crimes and comply with legislation
- To contact you and keep you up to date with

information regarding any products/services we are providing to you

Where we store it:

Your personal data is stored and processed within, and will not be submitted outside of, the UK. All personal details are held on secure servers, on site at our main premises, and are maintained by our in house IT Supervision.

How long we keep it:

In accordance with our legal data protection and privacy obligations, we will only retain your information for as long as is necessary for the purpose for which it was collected.

After this period, your personal data will be irreversibly destroyed. Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information.

What are your rights?

Should you believe that any personal data we hold on you is incorrect or incomplete, you have the ability to request to see this information, rectify it or have it deleted. Please contact our Company Secretary to make a Data Subject Access Request.

In the event that you wish to complain about how we have handled your personal data, please contact our Company Secretary at email@longwoodengineering.co.uk or in writing to Longwood Engineering Company Limited Unit 10, Silver Street, Huddersfield, HD5 9BS. Our Company Secretary will then investigate your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact the Information Commissioner's Office ([www.ICO.gov](http://www ICO.gov)) and file a complaint with them.