



RAM REMAN LTD
GUNDRYMOOR TRADING ESTATE
COLLINGWOOD ROAD
WEST MOORS
DORSET
BH21 6QQ
T.01202 861 888

General Data Protection Regulation – Ram Reman Hydraulics Ltd

Privacy Policy Statement May 2018

Ram Reman Hydraulics Ltd (the Company) operate from 1 site in West Moors, Wimborne, offering trade and retailing outlet for the design, manufacture and assembly of hydraulic cylinders, and distribution of hydraulic and pneumatic equipment.

Our customer base and target audience are normally on a business to business (B2B) level and the details retained by the Company are consented to by the following means:

- Enquiry, verbal/telephone or by email
- Sales transaction
- Lead or prospect call and consent has been given to make contact
- Events – business cards, contact forms

The information retained by the Company on a B2B level would usually contain:

- Full Name
- Preferred Contact Number (telephone) this may include personal telephone number if the contact chooses to make this a contact number.
- Company/Customer name
- Company email address
- Company address

Information retained and collected for credit facilities will be collected by account application form consented to by an authorised company employee or officer. This will include business/company bank account details, administrative contact points, trade references, quality management and Health, Safety and Environmental information.

Customers purchasing for personal use at home and not business related:

- Full Name
- Contact Number (Landline or Mobile)
- Home Address
- Email address
- Card details

The information is retained within a secure server Customer Record Management database held within a secure, encrypted system. System access is controlled with a user profile setting and with options for all users to record B2B data. Administrator rights control user's profiles and user's accessibility. Access is only gained by officers and employees of the company and by supporting 3rd party service contracts for maintenance and upgrades to maintain our business software systems and contracts with you.

Our systems are protected by a robust firewall.

www.ramreman.co.uk Hydraulic Cylinder Specialists



Although we take all reasonable precautions, transfer of information over the internet can never be entirely secure and if you send us information over the internet by email or via our website (or other means) you do so at your own risk. We cannot be responsible for any loss of profits, costs or expenses, harm to reputation or damages caused by the information you submit by these means.

Your details are strictly private and are not communicated or shared with any other external third party business source without your consent. Consent may be required in order to communicate across a broader project basis where specific requirements may be required to deliver data, specifications or contractual instructions. In these circumstances approval and consent will always be requested before contact information is released or shared.

We will not share your information with external sales or marketing agencies for the purpose of soliciting you for other business opportunities.

Contacts on our database preceding 25/05/2018

We will, by your consent until requested not to, share marketing or technical information directly to you that is likely to be useful and of interest to your business that may give rise to technical advances, energy saving solutions or new product releases. We may use a third-party service such as Mail Chimp to send out newsletters, technical releases or service interests. Their privacy policy statement is here: <https://mailchimp.com/legal/privacy/>

You may exercise your right to object to the Company using your information for marketing purposes. You can do this by:

- Clicking an unsubscribe link
- Sending an email to sales@ramreman.co.uk using words like 'OPT OUT' or 'STOP'
- Telephoning and speaking to our General Manager on 01202 861888

Contacts on our database preceding 25/05/2018

We will collect express consent upon personal data collection, marking the selected option into the CRM ('Yes, I wish to receive relevant information about my order, technical advice, relevant offers' and monthly newsletter or 'No, thanks, I only wish to receive necessary communication from Ram Reman'). If, for whatever reason the preference has not been marked, we will share marketing or technical information directly to you that is likely to be useful and of interest to your business.

You may exercise your right to object to the Company using your information for marketing purposes, via the options highlighted above.

We will retain your information for no longer than is necessary and in line with the company quality management system policy and government statutory requirements. Our Quality Procedures Manual can be accessed at URL:

http://docs.wixstatic.com/uqd/76c1bb_73bde853adb54fe9840d803f12fabff1.pdf

Other personal data, not falling under the Quality Procedures Manual, such as Prospective Customer data will be kept for up to 5 years, unless requested otherwise. After the 5 year period, we will make one last attempt at communication and if unsuccessful, the details will be disposed of safely, in line with our Quality Management Policy 4.3.



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We may collect data from our website and web shop when you purchase or express interest in newsletters or technical data.

We will collect your email address to send invoices, respond or keep you posted on product or services related to our business or industry sectors.

When you pay for goods and services from our web shop you select Pay on Account or Card/PayPal options. Information about your order may be transferred outside the European Economic Area, subject to PayPal privacy policy, available here:

<https://www.paypal.com/en/webapps/mpp/ua/privacy-full>

Verifying your identity when you request your information:

We reserve the right to request unique personal information to verify your identity if you request to see or delete your personal data, as an additional security precaution. The identity proof we may request can include:

- Your account number
- Invoice number
- Copy of current, valid full passport
- Copy of valid, full-UK photo-card driving licence

Use of cookies

We will use cookies on our website including analytical cookies for marketing information. Our cookies policy is currently undergoing development and will become available soon.

We will not retain or collect any personal sensitive information, including date of birth, national insurance numbers, religious or political beliefs, sexual orientation, passport or driving licence numbers. Please do not provide any information relating to your personal sensitive information.

Credit card numbers and/or payment cards will only be taken for the transaction required and will not be retained electronically or manually.

Changes to our privacy policy

From time to time, we may make minor changes to our policy. When we do so we will provide a new date and version number posted on our website url: www.ramreman.co.uk and <https://rotec-catalogue.co.uk/>

We may make major changes to our privacy policy, when we do we will provide a new date and version number and will notify you by email (where possible) and/or post a notice on our website www.ramreman.co.uk and <https://rotec-catalogue.co.uk/>.

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