

## **Privacy & Cookie Policy – Lomac Engineering, Croydon, Surrey**

This policy sets out how Lomac Engineering uses and protects any information that you give Lomac Engineering when you use this website. Lomac Engineering is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Lomac Engineering may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 10<sup>th</sup> January 2020.

### **What we collect**

We may collect the following information:

- Name
- Contact information including telephone number and email address
- Demographic information such as address
- Information in respect of the scope of works required

### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our services.
- We collect information about you when you register your interest with us via this site or via email.
- If an enquiry becomes an active quotation and/or a contract of work with us we will hold your details for 6 years. These details will be held electronically and within a paper client folder.
- Website usage information is collected using cookies.
- From time to time we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.
- Lomac Engineering will only pass on contact details to contractors relating to active jobs with your prior consent.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### **How we use Cookies**

Cookies are small files which ask permission to be placed on your computer's hard drive. Once you agree, the file is added and the Cookies help analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use Cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

Overall, Cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. Cookies in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline Cookies. Most web browsers automatically accept Cookies, but you can usually modify your browser setting to decline Cookies if you prefer. This may prevent you from taking full advantage of the website. For more information on Cookies, we recommend you visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [office@lomacengineering.co.uk](mailto:office@lomacengineering.co.uk)
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.
- You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to [office@lomacengineering.co.uk](mailto:office@lomacengineering.co.uk)
- If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the address below. We will promptly correct any information found to be incorrect.

### **Changes to our Privacy Policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 10<sup>th</sup> January 2020.

### **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you as follows:

By post: Lomac Engineering, Unit 12, Valley Point Trading Estate, Stirling Way, Beddington Farm Road, Croydon CR0 4WP

By telephone: 020 8665 4856

By email: [office@lomacengineering.co.uk](mailto:office@lomacengineering.co.uk)