

## Privacy Policy

This privacy policy sets out how Cashtec Ltd. ("we"/"us") uses and protects the information that you share with us.

Cashtec Ltd. is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then we can assure you that it will only be used in accordance with the terms set out within this privacy policy. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website.

This privacy policy applies between you, the user of this website and Cashtec Ltd, the owner and provider of this website. Cashtec Ltd takes the privacy of your information very seriously.. This policy is effective from the 25 May, 2018. Please read this privacy policy carefully. Cashtec may change our policy from time to time and will update this page accordingly.

### WHAT INFORMATION DO WE COLLECT ?

We collect some or all of the following information when you use this website:

1. Name (First Name, Surname, Salutation)
2. Company name
3. Address
4. Phone number
5. Email address
6. The date and time you used our services
7. Your marketing preferences
8. The pages you visited on our website and how long you visited us for
9. Your IP address
10. The website address from which you accessed our website
11. The internet browser and devices you are using
12. Cookies (please see our separate Cookie Policy)
13. Details of any transactions between you and us

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14. Any other information that you may send to us.

## **HOW DO WE USE THE INFORMATION WE COLLECT ?**

Cashtec Ltd. only process the information necessary for the purpose for which it has been collected. Should we use any marketing communication, you will always have the right not to receive future communications and you can always withdraw consent or object at any time. We will never share your personal information with any other organisation unless obliged legally to do so.

We use the information we collect to better understand the needs of our customers and to provide you with a better service.

### **Contractual Performance**

We may use and process your personal information where this is necessary to perform a contract with you and to fulfil and complete your orders and transactions entered into with us.

### **Legitimate Interests**

We may use and process your personal information as set out below where it is necessary for us to carry out activities which it is our legitimate interests as a business to do so.

1. To respond to any correspondence or communication you send to us and to fulfil the requests you make to us
2. To analyse, evaluate and improve our products and services.
3. To undertake market analysis and research
4. To identify and record when you received, opened or engaged with our website or electronic communications
5. To verify the accuracy of information that we hold about you.
6. For network and Information security purposes to protect your information against loss, damage, theft or unauthorised access
7. To comply with a request from you in connection with the exercise of your rights. We will keep a record of this on our list to ensure that our response to your request can be traced.
8. To inform you of any updates to our terms, conditions and policies.
9. To comply with any legal obligation required of us.

Definitions and interpretation

### **Vital Interest**

Sometimes we may need to process your personal information to contact you if there is any urgent safety or product recall that we need to tell you about.

## **HOW LONG DO WE KEEP YOUR INFORMATION FOR ?**

We do not retain personal information in an identifiable format for longer than is necessary. If we have a relationship as a customer we hold your personal information for 6 years from the date that any commercial relationship has ended.

The only exceptions to the above are where the law requires us to hold your information for a longer period or to delete it sooner.

Where a complaint or concern has been raised regarding a product or service offered by us in which case we will retain your information for a period of 6 years following the date of that complaint or query: or

You exercise your right to have the information erased (where that applies) and we do not need to hold to it in connection with any of the reasons permitted or required under the law.

### **HOW DO WE KEEP YOUR INFORMATION SECURE ?**

We keep your information in a password protected electronic data-base located on a secure server. Only staff with appropriate access rights will have access to your data.

### **HOW CAN YOU MANAGE THE INFORMATION WE HOLD ABOUT YOU ?**

Under data protection law you have a number of rights in relation to your personal information. In relation to most rights we will ask you to information by which we can confirm your identity and, where applicable to help us search for your personal information.

You can also download and complete a Subject Access Request (SAR) using the contact details below.

Except in rare cases, we will respond to you within 30 days after we have received any request (including any identification documents requested). You have to right to:

1. Ask for a copy of the information we hold about you:
2. Correct and update your information
3. Withdraw your consent (where we rely upon it)
4. Object to our use of your information (where we rely on our legitimate interests to use your personal information) provided we do not have any continuing lawful reason to continue to use and process thee information. When we do rely on legitimate interests to use your personal information for marketing purposes we will always comply with your right to object.
5. Erase your information (or restrict the use of it), provided we do not have any continuing lawful to continue to use and process that information

You can exercise the above rights and/or manage your information by contacting us using the details below:

By email:

[info@cashtec.co.uk](mailto:info@cashtec.co.uk)

By telephone on:

01789 761338

or by post to:

Cashtec Ltd.  
Unit 11, Prescott Business Park  
Sinclair Way,  
Liverpool  
Merseyside  
L34 1QL

If you are unhappy, you have the right to lodge a complaint with a data protection regulator in Europe, in particular in a country you work or live or where your legal rights have been infringed. The contact details for the UK data protection regulator, the Information Commissioner's Office, are:

By email:

[casework@ico.org.uk](mailto:casework@ico.org.uk)

By telephone on:

0303 123 1113

Or by post to :

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF