

Privacy Notice

Our full name is Ian Williams Limited. The aim of this Privacy Policy is to give you information on how we collect and process your personal data through your use of this website. We will be the Controller in respect of any personal data you provide to us. This term “Controller” is a phrase in applicable data protection law used to describe a person or entity that controls the way personal data is used and processed.

What information will be hold about you?

As a customer or potential supplier of Ian Williams Limited we will ask you to provide us with certain personal information when you make an enquiry, sign up to our newsletter, provide feedback or join our supply chain. This information may include:

- your name;
 - address;
 - email address;
 - telephone number;
 - bank details (this will only be personal data if your organisation is a sole trader or a partnership);
 - professional qualifications and details of your employees (if your organization is part of our supply chain); and
 - your IP address, cookies and your browsing activity when you use our website.
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What will we use your information for and what are our legal bases for doing so?

We use the personal information we hold about you for a number of different purposes, which we list below. Under data protection law we need to have a valid legal basis for using your personal information, we also set out below the legal bases which we will be relying upon.

We will use the personal data we hold about you for the following reasons:

- to enter into a contract with your organisation and to enable discussions concerning that contract, for example, if your organization is a customer, when you can expect services to be delivered by, or to inform you of any changes to the contract;
- to enable payments to be made by or to you and for example if your organization is a potential supplier, to confirm eligibility to work for Ian Williams Limited, for yourself or your staff.

In both of these cases the legal basis that we will be relying upon to process your personal information will be because it is necessary for our legitimate interests. We have a legitimate interest in entering into and performing our contracts with our customers and suppliers.

We will also use the personal information we hold about you for the following reasons:

- to provide you with information in order to process your enquiry;
- to provide you with information in order to process your application for a vacancy;
- to obtain feedback from you and provide ongoing customer service; and
- to deal with any complaints.

In these cases our legal basis for processing your personal information will be because the processing is in our legitimate interests, namely to provide you with a high level of service, resolve complaints and to promote our business.

We will also use the personal information we hold about you to comply with any regulatory requirements or applicable laws.

Who do we share your information with?

From time to time we will need to share your information with other people and organisations. We will only do so where we have a legitimate legal basis for doing so and in compliance with our obligations under data protection laws.

We share personal information when it is appropriate to comply with the law; to give effect to the contract between us and your organisation, to enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of Ian Williams Limited, our users, or others. This includes exchanging information with other companies and organisations such as the police, professional or regulatory bodies.

Cookies and similar technologies

A cookie is a small text file which is placed onto your computer or electronic device when you access our website. Similar technologies include web beacons, action tags, local sharedobjects ('flash cookies') and single-pixel gifs. Such technologies can be used to track users' actions and activities, and to store information about them. We use these cookies and/or similar technologies on this website.

For example we may use cookies to monitor and/or collect the following information:

- how many times a user visits the website,
- your previous settings from a previous visit,
- which pages a user visits;
- traffic data; and,
- location data.

This information helps us to build a profile of our users generally and to limit the amount of data that you have to input each time you visit. Some of this information may be pseudonymised, which means that we will not be able to identify you individually.

You can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

A full list of cookies used on this website are listed below, you can click on our Cookies Policy to update your settings.

Strictly Necessary Cookies

Cookie Name	Expiration Time	Description
DYNSRV	Session	This cookie is used for load balancing to manage server traffic demand.

3rd Party Cookies

Cookie Name	Expiration Time	Description
_ga	2 years	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.
_gat	Session	Used by Google Analytics to throttle request rate.
_gid	Session	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.
_ga	2 years	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.
collect	Session	Used to send data to Google Analytics about the visitor's device and behaviour. Tracks the visitor across devices and marketing channels.
fr	3 months	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers.
GPS	Session	Registers a unique ID on mobile devices to enable tracking based on geographical GPS location.
impression.php/#	Session	Used by Facebook to register impressions on pages with the Facebook login button.
r/collect	Session	Used by Google.
tr	Session	Used by Facebook.
VISITOR_INFO1_LIVE	179 Days	Tries to estimate the users' bandwidth on pages with integrated YouTube videos.
YSC	Session	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org

Marketing

We would like to send you information about products, services and our business which may be of interest to you. Such information could be sent by post or email and by telephone contact.

We will ask whether you would like us to send you marketing messages on the first occasion that you provide any relevant contact information (e.g. compliment or complaint, signing up to a newsletter, providing information as a potential supplier).

If you do opt in to receive such marketing from us you can opt out at any time (see 'What rights do you have?' below for further information). If you have any queries about how to optout, or if you are receiving messages you do not want you can contact us using the details provided below.

Keeping your information secure

We will use appropriate technological and organisational measures to keep the information we hold about you secure. These measures include the following examples:

- access control;
 - secure servers;
 - encryption; and
 - firewalls, antivirus and intrusion detection systems.
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How long do we keep our information for

To make sure we meet our legal data protection and privacy obligations, we only hold on to your personal data for as long as we need it for the legitimate purposes we acquired it for in the first place.

If you opt in to receive marketing from us, we will retain your contact details for direct marketing purposes unless and until you inform us that you no longer wish to receive direct marketing information from us.

Individual rights

As an individual (a 'Data Subject' within data protection law), you have a number of rights. You can:

- ask for a copy of your information (known as a "Subject Access Request");
- ask us to update incorrect or incomplete information about you; and
- ask us to delete or stop processing your data in certain circumstances, which we will comply with if those circumstances apply, unless there is a legitimate reason to carry on processing or retaining that information, such as when required by law or where we need it to contact you about a contract we have with you;

If you would like to exercise any of these rights, please put your request in writing or by email to:

Email: dataprotection@ianwilliams.co.uk

Address: Data Protection, Ian Williams Limited, Quarry Road, Chipping Sodbury, Bristol, BS37 6JL

Any issues

Further information about your rights, including the right to make a complaint, can be found on the Information Commissioner's website: www.ico.org.uk. If you do have a complaint we would, however, appreciate the chance to deal with your concerns in the first instance.

Version 2

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