



Flowplant Group Limited
Privacy Notice

The EU General Data Protection Regulation (GDPR) is enforceable with effect from 25th May 2018.

The Privacy Notice set out below complies with the requirements of the GDPR for the Company to explain how it collects and processes personal data.

Personal data is any data that any data which relates to an identifiable person, who can be directly or indirectly identified from that data. Personal data does not include details relating to a Company except to the extent that this information can identify an individual.

Identity and contact details for the controller

Flowplant Group Limited (FGL) is the controller of your personal data and FGL's representative for data related matters is the Company Secretary who can be contacted as follows:

FAO: The Company Secretary

Flowplant Group Limited

Gemini House, Brunel Road

Salisbury

Wiltshire

SP2 7PU

Telephone: 01722 325 424

E mail: info@flowplant.com

Purpose and Legal Basis for Processing

FGL collects personal information from when you make an enquiry (by post, fax, e mail, website, telephone or conversation with one of our sales representatives or distributors) or fill in an account application form

FGL collects personal data so that it can enter into the following business activities:

Manage your account, including the provision of invoices, statements and other documentation

Provide you with sales & marketing material

Conduct market research and product analysis

Contact you in relation to operational maintenance queries, repairs and equipment support



Flowplant Group Limited
Privacy Notice

Contact you in relation to warranty or product recall issues

Inform you of technical updates relating to products purchased from FGL.

Provide reminders for equipment services

Provide reminders of the expiration of the Water Jetting Association's (WJA) certification

The legal basis for processing the information we collect are;

The performance of a contract – we need to process your data in order to legally contract with you

Legitimate interests – we need to use your data for business and commercial reasons. In these cases, we have considered our own interests have not outweighed your own

Consent-We have received clear consent to process your personal data for a specific purpose. You may withdraw your consent at any time using the contact details for the Company Secretary (noted above)

Third Parties with which we may share your information and why we might do this

We will never pass your data to a third party for marketing purposes.

If you have attended a Water Jetting Association (WJA) course delivered by FGL, we will share your details with the WJA to record your results from the course, to allow the production of your ID card and to allow the production of your course certificate. The Water Jetting Association's privacy policy can be obtained from:

The Director of The Water Jetting Association

- contact details can be found on the WJA website www.waterjetting.org.uk

We may share your data with Companies such as our IT support companies to run and maintain the systems of the business, as in the case of our off-site backups. We may also share your data with a card processing company we use to process credit/debit card transactions; with the carriers who deliver the goods you have requested; with our suppliers who deliver directly to you on our behalf and with debt collection agencies for the purpose of recovering overdue outstanding amounts. Finally, we may share your details with our relevant distributor for your country, if you make a request to us which they should be handling.

Security & retention

Personal information may be held in a paper form or electronically. Where the information is held in a physical form there are physical security measures in place to maintain security of your information, for example, restricted access and locked storage. Where data is held in an electronic



Flowplant Group Limited
Privacy Notice

format, physical security is enhanced by cybersecurity which is commensurate with the protection required for this type of data

Personal data is kept for the duration of your time as a customer and for a period of up to seven years from the end of the financial year in which you ceased to be a customer.

Your rights under EU GDPR

A detailed discussion of your rights under EU GDPR can be found on the Information Commissioners Office (ICO) website – www.ico.org.uk

Individuals have the following rights:

1. The right to be informed- of the data being held
2. The right of access- to personal data held by FGL within 30 days of an access request
3. The right to rectification- of any errors found in the data held
4. The right to erasure – of data from FGL’s systems
5. The right to restrict processing – of data
6. The right to data portability – of the data from FGL
7. The right to object – to data being held by FGL, where you consent was required to obtain the data originally
8. Rights in relation to automated decision making and profiling

Concerns or Complaints

Should you have any concerns or complaints relating to the data held by FGL or the way in which it deals with it, then please contact the Company Secretary (contact details above) to discuss your concerns. You have the right to contact the Information Commissioner to resolve any issues with regards to your data, held by FGL

Issued: 23 May 2018, issue 2