
Eurotrack Privacy Policy

Eurotrack Ltd understands that your privacy is important. We treat all personal information you provide us as confidential and are committed to ensuring your information is kept securely.

This privacy policy describes how Eurotrack Ltd protects and makes use of the information you give us. When you provide us with your information it will only be used in the ways described in this privacy policy.

This policy is effective from 25th May 2018 and will be reviewed periodically to ensure our practices remain compliant with current Data Protection Law.

We may collect the following information:

- Company name and postal address
- Company contacts
- Telephone and fax numbers
- Email address
- Company registration number and VAT number
- Website usage data (via Google Analytics & cookies)

Collecting this data helps us to:

- Provide our goods and services to you
- Contact you about products, services & offers which we think may be of interest to you and for market research/audit purposes.
- Ensure that the content from our website is presented in the most effective manner for you and for your computer and browser
- Enable us to comply with any legal or regulatory requirements and in the detection and prevention of theft, fraud or other crimes.

Specifically, we may use data:

- For our own internal records
- To contact you in response to a specific enquiry
- To customise the website for you
- To improve our products and services
- To gather data using internet tracking software, such as Google Analytics & cookies. We use them to track a user's activity on the site and measure its performance. This information is processed in a way which does not identify anyone.

If you are an existing client or contact we may, very occasionally, send you information or contact you about other products, events and services that we feel may be of interest to you. You have a right at any time to ask us to stop contacting you for marketing purposes. Our contact details are at the end of this policy.

When we may share data:

- Your information will be retained within Eurotrack Ltd except where disclosure is required or permitted by law or when we use third party service providers to supply and support our services to you.
- We use third-party service providers such as agents, subcontractors and other organisations to help us provide services to you. Examples would include:
 - Logistic partners such as DHL, UK Mail and various freight forwarders, in order to fulfil/process your order or to arrange a collection.
 - If we are arranging a particular service on your behalf, i.e. organising a fitter to fit your tracks, we would also need to be able to pass on your basic contact information in order for them to contact you to arrange to carry out the work.
- We will never distribute or sell your personal information to third parties unless we have your permission or the law requires us to do so.

Links from our site:

Our website may contain links to other websites. Please note that we have no control of websites outside the www.eurotrackltd.com domain. If you provide information to a website to which we link, we cannot be responsible for its protection and privacy.

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.

How long we hold data:

We hold data as long as is necessary in order to fulfil our obligations to our customers in line with our product's warranty periods and for company audit purposes (E.g. to enable us to follow-up on how our products are performing after a particular length of time).

You are entitled to view, amend or delete the personal information that we hold about you. Please email your request to the email address below.

How to contact us:

If you have any questions about the policy, or you wish us to amend or delete the information that we hold about you please email sales@eurotrackltd.com or write to us at:

Eurotrack Ltd, Hawksmere, Hempstead, Holt, Norfolk, NR25 6JY, UK