



Privacy Policy

1.0 Privacy notice and GDPR

WTI Fasteners Ltd (hereafter referred to as 'we' or 'us') is committed to upholding and protecting the privacy of all of our customers and website visitors. This policy establishes how we process personal data that has been i) provided to us by customers in the ordinary course of business dealings; ii) collected from our website (www.wti-fasteners.co.uk) through cookies and similar tools; and iii) provided to us through the website's enquiry form and online portal registration.

As outlined in the General Data Protection Regulation (EU) 2016/679 (EU-GDPR), UK General Data Protection Regulation (UK-GDPR), and the Data Protection Act 2018, we are a 'data controller', which means we decide the purpose of data collection and control the means and methods of data processing. We collect and process personal data for genuine commercial interests so that we can operate as a business and serve our customers by using their data for purposes including but not limited to: responding to enquiries, processing and despatching orders, sending requested materials, and monitoring our website's performance and usage by visitors. We take our duties as a data controller under GDPR seriously, and in the interests of full transparency we have outlined in this document what personal data we process, why we collect it, and your legal rights.

If you require further information or have any queries relating to your privacy and/or personal data, please contact admin@wti-fasteners.co.uk.

2.0 Data collection

This section details the types of data we process, the means with which we collect it, and why we do so.

2.1 Commercial interests

We collect and process personal data including but not limited to customer addresses, names, e-mail addresses, and telephone numbers, for the purposes of i) conducting legitimate interests (EU-GDPR article 6(1)(f)), such as distributing promotional material; and ii) fulfilling contractual obligations, including pre-contractual steps undertaken at the customer's request (EU-GDPR article 6(1)(b)), including but not limited to providing quotations and product information, fulfilling purchase orders, and shipping goods.

All data is processed lawfully and is accessible only to those employees and third parties who require it for the purposes outlined above. Failure and/or refusal to provide requested personal data will render it impossible for us to fulfil our contractual obligations to you.

2.2 Website use

2.2.1 Browsing the site

If you are just browsing the WTI Fasteners site we will not collect any personal information about you except for your IP address, which may be collected by cookies but cannot be accessed or viewed by us.

However, we do collect aggregated, statistical information about the ways in which you use the site and interact with it so that we can make informed decisions about improvements to the site's content, layout, functions, features, UX, and UI. To do this, we use cookies and similar tools (e.g. Google Analytics) across the site.

Depending upon your specific browser it may be possible to disable some cookies, though as cookies also facilitate site functionality by helping it to perform certain features and operate efficiently overall, there may be certain sections of the website that will not work correctly should you choose to block and/or disable cookies.

Full information about the way in which we use cookies and similar technologies can be found in our Cookies Policy, which we encourage you to review.

2.2.2 Submitting information

Whilst most of the WTI Fasteners site can be viewed without needing to enter any personal information, there are areas of the site that cannot be accessed without registering and functions that will not work without submitting personal details.

Should you choose to register and/or submit personal details for the purposes of sending an enquiry form, accessing the portal, or requesting information and/or promotional material, we will only use the information provided in order to fulfil these requested services and to provide similar, related services.

We will protect any entered personal information with the utmost care and security. Should you no longer wish to receive marketing materials and/or want us to remove your personal data, please contact admin@wti-fasteners.co.uk (see section 6.0 for more information about your legal rights).

3.0 Links to third party websites

The WTI Fasteners website contains outbound links to websites owned and operated by third parties, each of which will have their own privacy and GDPR policies, which we encourage you to review should you choose to access these third party sites.

We are not responsible for the content on third party websites and we do not accept any liability or responsibility for third party sites' privacy policies or the manner in which they collect, store, and use personal information.

4.0 Data storage

We have document retention obligations under law for taxation and civil compliance purposes. The HMRC, Companies House, and Public Records Act 1968 require us to retain various documents and records, some of which may contain personal data. Personal data is also stored for the purposes outlined in section 2.0.

Personal data is stored as hard and/or soft copies, which are both protected by the measures described in section 5.0.

5.0 Data security

We are committed to protecting your personal information and therefore endeavour to implement appropriate technologies and security policies aimed at protecting stored personal data from unauthorised access or disclosure, improper use or alteration, and unlawful or accidental destruction or loss. These protective measures are commensurate to the nature, content, and usages of your personal data.

WTI Fasteners' employees with access to personal data are obliged to respect the privacy of customers and site visitors and uphold the confidentiality of their personal data. We will not sell or rent your personal information to anyone, and will only send personally identifiable information about you to other companies, people, or public bodies when:

- We respond to court orders or any legitimate request by authorities with which we must comply for legal process; or
- We find that your actions violate our Terms and Conditions of Sale, Terms and Conditions of Purchase, or Terms and Conditions of Website Use.

6.0 Your legal rights

Under the EU- and UK-GDPR and relevant Data Protection legislation, you are classified as a 'data subject', and your rights regarding your personal information include:

- The right to be informed about the collection and use of your personal data (Articles 13 and 14 of the UK-GDPR and EU-GDPR)
- The right of access to personal data (Article 15 of the UK-GDPR and EU-GDPR)
- The right to rectification of inaccurate or incomplete personal data (Article 16 of the UK-GDPR and EU-GDPR)
- The right to erasure, in certain circumstances (Article 17 of the UK-GDPR and EU-GDPR)
- The right to restrict processing, in certain circumstances (Article 18 of the UK-GDPR and EU-GDPR)
- The right to data portability (Article 20 of the UK-GDPR and EU-GDPR)
- The right to object, in certain circumstances (Article 21 of the UK-GDPR and EU-GDPR)
- The right not to be subject to automated decision-making and profiling (Article 22 of the UK-GDPR and EU-GDPR).

As is your right, you can ask us whether we are keeping personal data about you and you can request to receive a copy of any stored data. However, before sending you any personal information, we require you to provide proof of your identity and if this cannot be done, we reserve the right to refuse to send you the personal data in the interests of maintaining confidentiality and privacy.

We will make a sincere effort to respond in a timely manner to any request of access to data, to correct inaccuracies, or to delete personal information. Please contact admin@wti-fasteners.co.uk with any such requests.

For more information on your data protection rights, please refer to the Information Commissioner's Office: <http://www.ico.org.uk/global/privacy-notice/your-data-protection-rights/>

7.0 Policy version

Version 3.0 (October 2021)