

## **Metafab Solutions Ltd. Privacy Policy**

Metafab Solutions respects your privacy and protecting your information is of paramount importance to us. Please read this Privacy Policy before using our website or emailing us, to use our services or purchase our products in order to understand our views and practises regarding your personal data and how we will treat it. This Privacy Policy sets out the basis on which any personal data will be processed by us.

### **Who is responsible for your data?**

Our Privacy policy applies to the personal data that Metafab Solutions collects and uses. References in this Privacy Policy to 'Metafab Solutions', 'Metafabs', 'Metafab Coatings', 'Coatings', 'we', 'us', or 'our' mean Metafab Solutions ( a company registered in England and registration no. 5868090 and registered office at 1 Linear Business Park, Valley Road, Cinderford, Gloucestershire, GL14 3HE).

We control the ways in which your personal data is collected and the purposes for which your personal data is used by us as the data controller for the purposes of the UK Data Protection Act (DPA) 1998 and General Data Protection Regulations (GDPR) 2018.

### **Personal data we collect and hold about you**

When using the term 'personal data' in our Privacy Policy, we mean information that relates to you and allows us to identify you either directly, or in combination with other information that we may hold. Your personal data may, for example, include your full name, email address, company name, and contact details.

### **Categories of Data we may collect and process**

We may collect and process the following categories of information about you.

- **Your name, email address, company, telephone number, postal address**  
When you make a request to us to make contact with you regarding our services or products
- **Information about any transaction, including your payment card or account details**  
When you purchase our services or a product from us
- **The communications you exchange with us regarding our services or products**  
When you contact us, or when we contact you, regarding particular projects or products

### **How and why we use your personal data?**

We may use your personal data for the following purposes:

- To manage the products and services you wish to hold with us and to comply with the law.
- To provide our products and services to you – we will use your information to perform our services in relation to your required products and services. For example, to share drawings with our employees in order to provide the steelwork/products you have ordered.
- To communicate with you and manage our relationship with you relating to our products or services. We may need to contact you by telephone, email or post, to share updates with you regarding your order and the product or services you have with us.

- To arrange, alter, cancel or postpone an appointment/meeting – we will use the information you have provided to us either through our company website or from an email, post or telephone enquiry.
- To continually improve our services and products and protect our business interests, we will contact you regarding purchase orders, order acknowledgements, delivery notes, accounting, billing and audit, credit or other payment card verifications, and any other process driven needs or requirements of the company.
- To inform you about news regarding our products and services which may be of interest to you – this may be in the form of an email, letter or a telephone call. We will also provide you with any useful news and developments in our products and services. This is not exhaustive and is subject to change. You can change the way in which you receive information from Metafab Solutions Ltd. At any time by emailing us at : [Sales@metafabs.com](mailto:Sales@metafabs.com)

Please note that we do not share your contact details and/or personal data with any other companies for marketing purposes. If you do not wish to receive communication from us, you can inform us via email at: [Sales@metafabs.com](mailto:Sales@metafabs.com) or you can call us on 01594 839220 at any time.

#### **How long we will hold your personal data?**

To ensure that we comply with the Data Protection Regulations (1998) and the General Data Protection Regulations (2018) we will:

- Comply with HMRC legal obligations and keep records, including invoices, for 6 years from the end of the last company financial year to which they relate
- We will follow up any enquiry you make with us and stay in contact until such time as the product or services are delivered and/or completed on site as far as is reasonably practicable for us to do so.
- You have the right to request access to the personal data that the company holds about you. We will provide this information to you within one month of the initial request, free of charge. Any additional copies may be chargeable.
- If you would like for us to remove your personal data, please email us at : [Sales@metafabs.com](mailto:Sales@metafabs.com) or telephone us to make your request on 01594 839220. Your request should include the following:

Your name

Your company

Your full postal address

A telephone number where you can be contacted

Signed authority from the individual whose data is required if you are requesting on their behalf

#### **Security of your personal data**

We are committed to taking appropriate technical and organisational measures to protect your personal and professional data against unauthorised or unlawful processing and against accidental

loss, destruction or damage. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your information, we cannot guarantee the security of information shared with us through our company website; any transmission is at your own risk. Once we have received your enquiry, we will follow our strict processes and procedures to secure your personal information.

We may, in some instances, share your personal data/information with third parties in the course of our work activity and to fulfil the agreement between us for our products and/or services. This information is not being, nor will be, shared for marketing purposes.

### **The use of Cookies**

In order to improve our services, and to provide you with more relevant content as well as analyse how our visitors use our website, we may use technology such as cookies or other applications to monitor usage. In most circumstances, we would be unable to identify you.

We use cookies in our website, or in some emails. These are small pieces of information stored on your computer's hard drive which enable you to navigate on our company website and allow us to provide features such as remembering your last search so as to make your navigation for similar searches more relevant. You can, however, delete cookies if you wish.

### **Updates to our Privacy Policy**

We may from time to time make changes and alterations to this Privacy Policy to ensure that we continue to comply with the GDPR 2018 and DP Act 1998. Should that happen, we will update our Privacy Policy which will be found on our company website.