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Email: info@turbocontrols.co.uk
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PRIVACY POLICY and GDPR

Turbo Controls trading name for Meridian Controls Ltd currently resided at:

Unit 3,
The Ringway Centre,
Edison Road,
Basingstoke
Hampshire,
RG21 6YH

Phone: +44 (0)1256 477466,
Fax: +44 (0)1256 308341,
Email: sales@turbocontrols.co.uk

Web: www.turbocontrols.co.uk www.turbocontrolspares.com,
Twitter: <https://twitter.com/turbocontrols>
LinkedIn <https://www.linkedin.com/company/turbo-controls-uk>,

Registered office:

Unit 3,
The Ringway Centre,
Edison Road,
Basingstoke,
Hampshire,
RG21 6YH.

Registered in England and Wales.

Registered No: 3565071

VAT: GB 709222158.

We are the controller and the processor of your data. We will use your information as defined in this Privacy Policy.

Your Data Collection

We do not collect data from third parties. We only use data given to us by you via phone, email, fax or via our website or gathered from public domain.

We only collect data needed to provide our customers with the products and services that they require and in order for us to supply the service and product requested. We may at some points send emails for marketing purposes.

This includes:

- Company names
- Employee names
- Employees business title
- Business addresses
- email addresses

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- phone numbers
- fax numbers
- Company registration number
- Company Vat Registration number

All of which are provided by you the customer/business in writing or via phone.

The above details are kept on our CRM system – HubSpot. Only key information will be kept as this will help Turbo Controls Ltd establish the data needed to best help with Customers enquires.

We will collect additional information from customers who apply for and/or obtain credit accounts including

- Bank account details
- Your credit history and other financial information either via credit searches you have authorised or provided as part of your application. Your company registration number is used on Atradius our Credit Insurers Portal to obtain your financial credit worthiness and if credit Insurance can be obtained for you to have a credit account with us this information will be stored by Atradius too. Their Privacy Policy can be at <https://group.atradius.com/gdpr.html>.

The above details are kept on our accounting – Xero, and Stock control – Unleashed, systems. Whenever your account is used we will collect transactional information regarding goods purchased, your payment terms, date and time of purchase and your company details as set out above and should you require special requirements these are documented on our systems. For Xero's Privacy Policy please go to <https://www.xero.com/uk/about/legal/privacy/> and for Unleashed Privacy settings go to <https://www.unleashedsoftware.com/privacy-policy>.

How do we use your Data.

We process your data so that we can provide you with goods and services. These processes include:

Managing & maintaining your account:

- Any process required to provide you with goods and services, for example ordering, invoicing, crediting, payments and quoting, stock advice.
- Delivery of goods to your premises or to an address provided to us by you.
- Considering an application for credit.
- Communicating with you about your account, including notification of any changes, price increases and payments.
- Analysing ordering patterns and transaction history.
- Sending out information about our products. We however do not currently use your details to actively market our product via surveys or mailshots to your organisation.

Processing your data in this way is necessary to enable us to fulfil our obligations to you as a supplier. Your data is accessed by approved members of staff who require this data in order to perform the contract or contracts we have with you.

Data Storage:

- We store your data on secure servers.
- Any printed documentation is kept in our office or in a secure location.

Maintaining your secure Data.

Internet communications are not secure and therefore Meridian Controls Ltd t/a Turbo Controls does not accept legal responsibility for the security of your data in transit. Any data you send is for your own risk. However, we have procedures and security features in place to keep your data secure once we have it, including:

- Antivirus software
- Firewalls
- Use of system strong passwords
- Ensuring that our systems are up to date and all unnecessary functionality such as scripts, drivers, features, subsystems, file systems have been removed.

Who we share your Data with?

We do not share your personal data with third parties except in the following circumstances:

- Where we have to pass on your details to our principle providers such as but not limited to Turbo SRL etc – we will only do this with your consent or if you request us to ship direct to your organisation.
- Where it is necessary to do so in order to process your order for example with carriers/freight forwarders and our processing systems such as Xero <https://www.xero.com/uk/about/legal/privacy/> and Unleashed <https://www.unleashedsoftware.com/privacy-policy.>, Atradius who hold our credit insurance <https://group.atradius.com/gdpr.html> , our CRM package provider HubSpot <https://legal.hubspot.com/privacy-policy> and our payment merchant Elavon <https://www.elavon.co.uk/privacy-policy.html> and PayPal <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>
- With any law enforcement agency, court, regulator, government authority or other third party where we believe this is necessary to comply with a legal or regulatory obligation or, otherwise, to protect our rights or the rights of any third party.
- Barclays PLC and Western Union Global pay should it be required to credit or settle your account with us.

How we use the information you provide us with?

We collect and use your information in the following circumstances:

- Legal obligation: Where we believe it is necessary to use your information to comply with a legal obligation to which we are subject.
- Contract: Where our use of your information is necessary for us to perform the contract or contracts, we have with you. For example, following up on quotes, enquiries and orders and use of your information for Credit facility purposes.
- Legitimate interest: Where the use of your information is for our mutual legitimate interests. We will contact you via email or telephone when required in order to: fulfil your enquiries or queries and complete orders, deliveries and the sales transaction in full. This will also extend to but not limited to providing invoices, delivery notes, statements, credit notes, POD's and any documentation in order to follow up or chase payment due to us.
- With your consent: When filling in data on our website to order products your data may be passed onto a third party such as our principle supplier. Some Data may be used for Marketing purposes and is held on our secure servers.



Using your info for Marketing?

We do actively market our products via email or mailshots however you will always have the option to unsubscribe to the mailshots or email at any time. The only data Turbo Controls collects in order to send out the mailshot or emails are your Name, Email address and Company Name. Data collected from the mailshot or email will be the number of times you click on a button, if you have opened the email and if you would like to unsubscribe from the marketing emails. We provide you with our website details on all our correspondence for your perusal. We do not, nor will we ever sell your details on to third parties.

How long do we keep your information for?

We will only keep your information for as long as it is necessary for us to fulfil the purposes that we describe in this policy and fulfil our legal obligations.

All data will be assessed regularly and deleted accordingly.

You have the right to rectify any data that is inaccurate or incomplete.

Using our Websites:

You can use our website www.turbocontrols.co.uk without providing any personal information. However, when you request orders through our online shop www.turbocontrolspares.com we ask you to fill in your details.

We however only hold your company contact name and email address for functionality on order taking. No card details are stored on our system/platform. We will never use your information for marketing purposes.

We use Google Analytics to analyse data about our website including browser, operating system, device, service provider, location. Please see "Use of Cookies" for more information.

Under the GDPR you have the right of access to your information.

If you would like to see a copy of the data that we hold about you, please write to the address below.

Use of Cookies on our Websites:

Turbocontrolspares.com and www.turbocontrols.co.uk uses cookies to help provide the best customer experience for our customers and to make our website easier for you to use.

Our site, turbocontrolspares.com is hosted by the 123 Reg platform and as such the cookies are dictated to by their protocol. You can visit their use of cookies at <https://www.123-reg.co.uk/terms/privacy/>

How does 123-reg use cookies?

The majority of the cookies are used to remember the preferences you tell us about through our site, in order for you to get full functionality out of the site. We will only use the cookies you let us use. As well as getting the OK from you on the site, you can also control your cookies through your browser.

HubSpot Cookie policy and Data Used on our Website:

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Necessity, functionality & performance

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Links to other websites:

This privacy policy covers Meridian Controls Ltd t/a Turbo Controls websites only www.turbocontrols.co.uk and www.turbocontrolspares.com and no other website which links are used on our turbocontrolspares.com site such as the PayPal, Facebook, LinkedIn, Twitter platform and HubSpot,

Getting in contact with us

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Should you wish to withdraw or change your permission for us to use your information please get in contact with us.