



**Unit 6 Dammerwick Business Park, Marsh Road, Burnham-on-Crouch, Essex,  
CM0 8NB, England.**

**E-mail: [Petticrows@petticrows.com](mailto:Petticrows@petticrows.com)**

**Website: [www.petticrows.com](http://www.petticrows.com)**

**Telephone: +44 1621 782115**

**Fax: + 44 1621 785389**

### **Privacy Notice & GDPR Compliance**

#### **Scope**

This notice outlines the measures taken by Petticrows Ltd to safeguard personal data held on individuals and the processes which will be followed in relation to the maintenance and handling of personal data.

#### **Privacy Statement**

Petticrows Ltd. is committed to protecting any and all personal data which it has collected (both past and future). Petticrows Ltd. will never share personal data with any third party other than where required to by law or where required in order to provide the goods and services ordered by a customer; for example, address details will be passed to a courier in order to facilitate the shipping of materials requested by a customer.

Petticrows Ltd. holds only personal data which is necessary to supply and support the products and services which have been quoted or provided by us to the end users who have requested them. A typical example of the information held by Petticrows Ltd. would be: -

Name

Address

Phone Number

E-Mail Address

Boat Name

Any individual has the right to View / amend / correct the data held on them at any time.

They may also request that their data is deleted from our systems.

Petticrows Ltd. will action such modification / deletion requests within 3 working days of receipt, except in the case that the deletion or modification contravenes other legislation, which requires Petticrows Ltd. to hold the data. Any request to view / modify / delete personal data should be made to [kay@petticrows.com](mailto:kay@petticrows.com)

#### **Data Collection**

Petticrows Ltd. collects personal data via the following methods:

Phone calls from customers and potential customers

Incoming e-mails

Contacts made at trade shows and exhibitions

Walk-in customers to our offices

Website orders and registrations

In all of cases mentioned above, it will be assumed that unless otherwise stated by the customer that Petticrows may store this data and use only in appropriate circumstances.

### **Contact**

Petticrows Ltd. may use various methods of contact with individuals, including:

Phone  
E-mail  
Post

Petticrows Ltd. do not engage in cold calling and only send marketing materials via e-mail. All individuals can opt in or out of marketing communications at any time.

In the event of warranty / recall situations, Petticrows Ltd. will send out bulletins via e-mail, even to those who have opted out of marketing e-mails, as there may be safety related concerns.

### **Methods of Data Protection**

All personal data is held within the networks of Petticrows Ltd, which is configured and secured according to IT best practices.

Password protected network access  
Anti-virus  
Firewalls

### **Access to Personal Data**

Access to personal data held by Petticrows Ltd is restricted to current employees only and is only used to conduct our usual business of supplying and servicing make or distributed by Petticrows Ltd

### **Data Retention**

Petticrows are required by law to hold transactional data for 7 years.

Other legitimate personal data will be held for what is deemed a reasonable length of time considering the nature of our business. Customers may request that personal be removed by contacting [kay@petticrows.com](mailto:kay@petticrows.com)

### **Data Breach / Loss of Data**

In the event that Petticrows Ltd. has a data breach or loses personal data, it will notify the office of the information commissioner within 3 working days of the event and all affected individuals as soon as possible after the event. Petticrows will detail the type of information and when it was lost. Remedial action will be taken to identify how the data was lost and prevent future losses.

### **Changes in Notice**

This notice is subject to change without notice at the sole discretion of Petticrows Ltd

### **Contact Information**

For any queries or issues relating to privacy and data protection at Petticrows please use the following contact details.

Kay Tavinor, Petticrows Ltd, Unit 6 Dammerwick Farm, Marsh Road, Burnham-on-Crouch, Essex, CM08NB Tel 0044 1621 782115 [kay@petticrows.com](mailto:kay@petticrows.com)