**WILLIAMS & CO (SOUTHAMPTON) LIMITED**

**PRIVACY NOTICE**

**OUR CONTACT DETAILS**

Name: Williams Aerospace Engineering

Address: Victoria Street, Northam, Southampton SO14 5QZ

Phone Number: 023 8022 0897

**THE TYPE OF PERSONAL INFORMATON WE COLLECT**

We currently collect and process the following personal information:

Basic Identifiers

* Name
* Title
* Work/ Home address
* Contact Details (telephone numbers, email addresses)
* DoB
* Order Details

**HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* To provide you with goods or services
* To provide you with information about product performance and relevance

We use the information that you have given us to

**Customers:**

* Process and manage orders
* Managing accounts, including conducting credit and other background checks where applicable
* Market research
* Handling rights requests, enquiries, and complaints
* Claims management and insurance purposes
* Record keeping
* Notifying you about important changes or developments to our site or services

**Suppliers:**

* Process and manage orders
* Manage deliveries, returns and refunds
* Managing accounts, including conducting credit and other background checks where applicable
* Market research
* Supply chain management
* Handling rights requests, enquires and complaints
* Claim management and insurance purposes
* Record keeping

**If you have any enquires about how we use your personal data, please contact us using the C*ontact Us* page**

**WHO WE SHARE YOUR PERSONAL INFORMATION WITH**

We may share personal data with the following parties:

* **Other companies in our supply chain*:*** *so, they can contact you about any issues in the supply chain or where your personal data is relevant to a subcontractor or party above us in the supply chain.*
* **Credit reference and other identification agencies*:*** *so that we can assess your creditworthiness and to verify your identity. These agencies may retain a footprint that a search has been undertaken.*
* **Other service providers and advisors to us*:*** *such as companies that support our IT, help us analyse the data we hold, process payments, send communications to our customers, provide us with legal, property or financial advice and generally help us deliver our products and services to you or the organisation you represent or for us to purchase the from you or the organisation you represent.*
* **Information providers:** *which may include credit reference agencies, money laundering check provider*
* **The Government, local authorities, planning authorities or relevant regulators*:*** *where we are required to do so by law or to assist with their investigations.*
* **Police, law enforcement agencies and security services:** *to assist with the investigation and prevention of crime and the protection of national security.*

**LAWFUL BASIS FOR DATA PROCESSING**

**Under Article 6 of UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are**:

***(a) Consent: the individual has given clear consent for their data to be processed for a specific purpose***

***(b) Contract: the processing is necessary for a contract that has been formed or because you have asked specific steps to be taken before entering a contract.***

***(c) Legal obligation: the processing is necessary to comply with the law.***

***(d) Legitimate interests: the processing is necessary for the legitimate interests of the business or third part. If there is a sufficient reason to protect your data, this will override the legitimate interests.***

**HOW WE STORE YOUR PERSONAL INFORMATION**

Your information is securely stored.

We have a legal requirement to keep your personal information only for as long as is necessary for the purposes for which we are using it. The period for which we keep your personal information will be determined by several criteria, including the purposes for which we are using the information, the amount and sensitivity of the information, the potential risk from any unauthorised use or disclosure of the information, and our legal and regulatory obligations.

**YOUR DATA PROTECTION RIGHTS**

Under data protection law, you have rights including:

**Your right of access** - You have the right to confirm what personal data we have about you and provide you with a copy.

**Your right to rectification** - You have the right to ask us to correct any personal data that is inaccurate.

**Your right to erasure** - You have the right to ask us to erase any data where there is no good reason for us to continue holding.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in circumstances where it is applicable.

**Your right to object to processing** - You have the the right to object to the processing of your personal data where a valid reason cannot be demonstrated.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, where applicable.

Please use the contact us page on our website or alternatively write to Williams & Co (Southampton) Ltd. Victoria Street, Northam, Southampton SO14 5QZ if you wish to make a request.

**HOW TO COMPLAIN**

If you have any concerns about our use of your personal information, you can make a complaint to us using the contact us page, or alternatively write to Williams & Co (Southampton) Ltd. Victoria Street, Northam, Southampton SO14 5QZ

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>