

WILLIAMS & CO PRECISION LTD

PRIVACY NOTICE

OUR CONTACT DETAILS

- **Name:** Williams & Co Precision Ltd
- **Address:** Victoria Street, Northam, Southampton SO14 5QZ
- **Phone Number:** 023 8022 0897
- **Contact Page:** <https://www.williams-eng.co.uk/>

THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following personal information:

- **Basic Identifiers:** Name, Title, Work/Home address.
- **Contact Details:** Telephone numbers, email addresses.
- **Personal Data:** 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 to provide you with goods or services and to provide you with information about product performance and relevance.

We use the information that you have given us to:

- **Process and manage orders** (Basis: Contract).
- **Manage accounts**, including credit and other background checks where applicable (Basis: Contract/Legitimate interests).
- **Conduct market research** (Basis: Legitimate interests).
- **Handle rights requests, enquiries, and complaints** (Basis: Legal obligation/Legitimate interests).
- **Manage claims and insurance purposes** (Basis: Legal obligation).
- **Maintain record keeping** (Basis: Legal obligation).
- **Notify you about important changes or developments** to our services (Basis: Contract/Legitimate interests).
- **Manage deliveries, returns, and refunds** for suppliers (Basis: Contract).

WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We may share personal data with:

- **Other companies in our supply chain:** so they can contact you about supply chain issues.
- **Credit reference and identification agencies:** to assess creditworthiness and verify identity.
- **Other service providers and advisors:** such as IT support, payment processors, and legal/financial advisors.
- **Government, regulators, and law enforcement:** where required by law.

LAWFUL BASIS FOR DATA PROCESSING

Under the UK GDPR, the lawful bases we rely on are:

- **(a) Consent:** You have given clear consent for specific processing.
- **(b) Contract:** Necessary for a contract or steps prior to entering one.
- **(c) Legal obligation:** Necessary to comply with the law.
- **(d) Legitimate interests:** Necessary for business operations where your interests do not override ours.

HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored. We keep your personal information for as long as is necessary for the purposes of our business activities and to comply with legal/regulatory obligations (e.g., financial records are typically retained for 6 years to satisfy HMRC requirements).

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

- **Right of access:** To confirm what data we hold and receive a copy.
- **Right of rectification:** To correct inaccurate data.
- **Right of erasure:** To ask us to erase data where no good reason remains to hold it.
- **Right of restriction:** To restrict processing in certain circumstances.
- **Right to object:** To object to processing where a valid reason cannot be demonstrated.
- **Right to data portability:** To ask us to transfer your data to another organization.

HOW TO COMPLAIN

If you have concerns, please contact us via our website or write to the address above. You can also complain to the ICO:

- **Address:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
- **Helpline:** 0303 123 1113.
- **Website:** <https://www.ico.org.uk>.