

This policy will explain how we use personal data from you when you visit Flydor by using our website, social media, email, telephone or postal services.

Topics:

- What data do we collect?
- How do we collect data?
- How will we use your data?
- How do we store your data?
- Marketing?
- What are your protection rights?
- What are cookies?
- How do we use cookies?
- What type of cookies do we use?
- How to manage your cookies.
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

Flydor collects the following data:

- Personal identification information. (Name, email address, phone number etc.)

How do we collect your data?

You directly provide our company with most of the data we collect.

- We collect data and process data when you:
- Register online or place an order for any of products or services.
- Voluntarily complete a customer survey or provide feedback via email.
- Use or view our website via your browser's cookies.

How will we use your data?

Flydor collects your data so that we can:

- Process your order or enquiry, and manage your account.
- Email you special offers on other products and services we think may be of benefit to you.

If you agree, Flydor will share your data with our business partners so that they can process your enquiry.

- Companies who can provide you with a complete survey and installation service.

When we process your order, we may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Flydor securely stores your data at:

Flydor Ltd, Unit 3, Priory Works, Newton Street, Newton St Faith, Norwich NR10 3AD.

- Your data is stored electronically and by manual filing systems.
- Access to data is restricted to appropriately trained personnel only.
- All computer systems are password protected and manual filing systems are secured by lock and key.

Flydor will keep your data indefinitely whilst your account remains active, or for single “one off” orders, your data will be kept for a maximum of Five years for purposes of product guarantee. For general enquiries your data will be destroyed or deleted after two years.

Marketing

Flydor would like to send you information about products and services of ours that we think you may like. Your data is not shared with other third party companies for marketing purposes.

- If you have agreed to receive marketing, you may always opt out at a later date.
- You have the right at any time to stop our company from contacting you for marketing purposes.
- If you no longer wish to be contacted for marketing purposes, please inform us by any of the contacting means listed at the end of the Policy.

What are your data protection rights?

Flydor would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Flydor for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that Flydor correct any information you believe is inaccurate. You also have the right to request that Flydor complete any information you believe is incomplete.

The right of erasure - You have the right to request that Flydor erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Flydor restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Flydor processing your personal data, under certain conditions.

The right to data portability - You have the right to request that Flydor transfer the data they have collected to another organization, or directly to you, under certain conditions.

If you make a request, Flydor has one month to respond to you. If you would like to exercise any of these rights please contact us by any of the contacting means at the end of this policy.

What are Cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org

How do Flydor use cookies?

Flydor uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in

- Understanding how you use our website
- *Anything else?*

What type of cookies do Flydor use?

There are a number of different types of cookies, however, our website uses:

Functionality – Flydor use these cookies so that we recognize you on our website and remember your previously selected preferences. A mix of first party and third party cookies are used.

Advertising – Flydor uses these cookies to collect information about your visit to their website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

How to manage cookies

You can set your browser not to accept cookies. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Flydor's website does not contain any links to other websites. Our privacy policy only applies to our website.

Changes to our privacy policy

Flydor keeps its privacy policy under regular review and places any updates on this webpage. This policy was last updated on 1 January 2020.

How to contact us

If you have any questions about Flydor's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us;

Email us at: sales@flydor.co.uk
Telephone us : 01603 897 799
Or write to us; Flydor Ltd
Unit 3, Priory Works
Newton Street
Newton St Faith
Norwich
Norfolk
NR10 3AD

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Flydor has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office ico.org.uk