

Introduction

This Data Privacy Policy explains how Nexus Pro Systems Ltd uses your personal information. The document outlines what information is gathered, how it is processed, with who it might be shared as well as how it is managed and kept secure. It also provides important information under the General Data Protection Regulation 2018 on your rights.

If you use our website, you will be regarded as having read and accepted this Privacy Policy. If you have any queries relating to our use of your information or any other related data protection questions, please contact us.

Who are we?

Nexus Pro Systems Ltd is a specialist supplier of innovative products to the paving, landscaping and driveway industries via a network of stockists across the UK. We are a registered UK company (UK Reg No: 11238010). Our registered address is: Unit 23 Centre Park, Marston Moor Industrial Estate, Tockwith, YO26 7QF.

Information we collect or receive and how we use it

Nexus Pro Systems Ltd collects, stores and uses personal information obtained via our team and website in order to act on an enquiry to do business, provide goods, products or services both now and in the future.

Information you provide to us when making an enquiry through our website or by phone:

- name
- address and post code
- mobile/phone number
- email address

What we do with the information

Personal data we receive will be used for the purpose it was provided, including:

- to meet the terms of your enquiry;
- to process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you, and us;
- to seek your views or comments on the services we provide;
- notify you of changes to our products or services;
- enable your use of the services available on our website or any other service such as platforms etc;
- supply to you services purchased from any of our businesses or via our website;
- send invoices, statements or payment reminders to you and collect payments from you;
- send you our marketing material on our goods, products and services where you have opted in;
- provide information and quotes on goods, products or services that may be of interest.

Who we may share your information with

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. Whilst it is not our policy to disclose information to third parties unless clearly stated at the point of provision and with documented consent, the below outlines where your data may be shared;

- we may disclose your personal information to any of our staff, agents, subcontractors or suppliers where it would be reasonable to do so to provide the products or services you require (if consent is necessary to share your data we will ensure it is obtained prior to processing)
- below are examples (although not limited to) of circumstances where data may be provided:
 - third party software to create invoices and statements
 - we may be legally obliged to disclose your personal information:
 - to the extent that we are required to do so by law
 - in connection with any ongoing or prospective legal proceedings

- in order to establish exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk)
- to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information
- disclosure with a purchaser(s) or prospective purchaser(s) of any business or asset that we may either be in the process of, or planning to, dispose.

Your rights and how to act on them

You have the right to:

- instruct us to provide you with any personal information we hold about you;
- upon receipt of such a request we will - after confirming your identity - provide all relevant data we may hold to you in the most practical format unless otherwise stipulated and reasonably possible;
- we will provide this data within 10 business days;
- we may withhold personal information that you request to the extent permitted by law;
- have any data inaccuracies corrected as quickly as possible;
- have your personal data erased, unless we are permitted to hold it by law
- have a restriction placed upon our processing of your data
- instruct us to cease all processing for marketing purposes or alter how you wish to be communicated with;
- to request your data be provided to you, or be removed from our data records.

If you wish to exercise any of these rights, please do so as follows:

- email: sales@nexusprosystems.co.uk [subject line: DATA PROTECTION]
- post: DATA PROTECTION, Nexus Pro Systems Ltd, Unit 23 Centre Park, Marston Moor Industrial Estate, Tockwith, YO26 7QF

How we keep your data secure

We will take all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will store all personal data you provide within a secure password protected system.

Cookies

We collect information automatically about your website visit including demographic data and browsing patterns, via the use of cookies and session file information. This information allows us to give you a better user experience without the need of entering a password every time you visit as well as enable us to conduct market research on user activity. We use 'cookies' to identify you when you visit the nexusprosystems.co.uk website. A cookie is a small piece of information sent by a web server to a web browser which enables the server to collect information back from the browser. Our use of cookies also allows members to be presented with a personalised version of the site. We will only read cookies from your cookie file placed there through your web browser's interaction with the nexusprosystems.co.uk website.

We use session files, along with cookies, to log your browsing patterns and so identify the areas of the site which have been of interest to you, allowing us to personalise the nexusprosystems.co.uk website for you.

We also use information in aggregate form (ie no individual user is identified) to:

- build up marketing profiles;
- to allow us to develop the business in ways that help you;
- to manage our relationship with advertisers and to audit usage of the site;

We may also capture your IP address if you consent when visiting our website through search engines such as Google, Bing, etc in order to serve you adverts on websites you visit in the future.

Making changes to this policy

This policy has been updated in accordance with GDPR regulations, May 2018. Please note that we may update our Data Privacy Policy from time to time. The most up to date policy is always available for you to download in the Download area of our website (<http://www.nexusprosystems.co.uk/downloads>)