

Privacy Notice (Data Protection Disclaimer)

serpecon recognizes the importance of protecting the personal privacy of its customers, potential customers, investors, suppliers, and website visitors, and we make every effort to ensure that all information is accurate.

Our privacy notice/data privacy declaration describes the information that may be collected by serpecon through our websites, locations, and your communications with us. It also provides information on your rights and the choices you can make regarding our use of your personal information and how we protect it.

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
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- [Lawful bases and data protection rights](#)
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Contact details

Post: Units 33-34 Standard Way, Fareham Industrial Park, FAREHAM, Hampshire, PO16 8XG
Telephone 023 9248 3218
Email info@serpecon.co.uk

What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Health and safety information
- Account information
- Information relating to compliments or complaints

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses

We collect or use the following information for service updates or marketing purposes:

- Names and contact details
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- Addresses
- Marketing preferences

We collect or use the following information to comply with legal requirements:

- Name
- Contact information
- Financial transaction information
- Health and safety information

We collect or use the following information for recruitment purposes:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Customer or client accounts and records
- Correspondence

Website

While our website may contain links to other websites, our data privacy declaration applies to the www.serpecon.co.uk website operated by serpecon Ltd. Unless otherwise indicated, all references to “serpecon,” “we” or “our” in this data privacy declaration shall mean serpecon Ltd.

Some of the sites may contain links to the websites of other serpecon legal entities or to the websites of third parties. serpecon is not responsible and has no liability for the privacy policies or practices of those websites.

We recommend that you review the data privacy declaration of each website you visit.

As used in this data privacy declaration, “personal information” means information that may be used to identify a specific individual, or that is about an identifiable individual, such as name, e-mail address or phone number.

Our website is provided without warranties, express or implied we do not warrant that anything on our website constitutes, or is meant to constitute, advice of any kind.

You are free to visit our website(s), discover our products, services & corporate activities without being required to provide any personal information.

For more information, quotation, and newsletter requests, you will be required to provide limited personal information, serpecon does not collect any personal information unless voluntarily supplied.

You may also choose to provide personal information to us when visiting serpecon site or office locations or corresponding with us by mail or e-mail.

E-Mail Newsletters

On the newsletter section of the site(s), you may at times provide us with your name and e-mail address in-order to subscribe to a serpecon newsletter that contains information about our products & activities.

Quotation Requests

To provide you with a detailed quotation, we may ask you to provide personal information, this allows us to respond to your request made over our website. As part of our contact forms, we note your name, e-mail address, mailing address, other contact information (company, position in company, address, phone number) and data about your company. We may ask for other information in connection with specific products & services to customize your experience or our offers to you.

We indicate at the time of data collection which information is mandatory and which is optional.

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you
- When accessing our website, we may collect non-personal information such as internet browser, operating system, and the IP address of the server from which you are linked to. We use this information to help tailor our sites to better match your computer settings, interests, and preferences.

Cookie Policy

serpecon strives to offer you the best online experience, to achieve this we use cookies to analyse website activity, internet and app usage, compile reports, optimize and personalize content and advertisements, as well as to provide social media features.

We may also share information about your usage of our site with our social media, advertising, and analytics partners.

Cookies are small text files (1x1 Tracking Pixel) stored by your browser that allow us to learn more about your visit or use of the sites

Data Retention

We only process personal data for as long as necessary for the above-mentioned purposes. However, due to statutory retention requirements, we might also have to store personal data for a certain period even after these purposes have been achieved.

All personal data required is to be held harmless against any liability claims & will be stored for as long as required for this purpose.

Sharing of User information

serpecon does not / and will not sell or rent your personal information to non-affiliated third parties for those parties' promotional purposes, except that as part of our customer care and marketing efforts, we may provide your name, address, contact details and similar information.

Other than as described in the paragraphs above, serpecon will not share your personal information with third parties without permission, except as necessary or appropriate to (i) process or fulfill your order, (ii) respond to your requests or answer your inquiries, (iii) include you in promotional activities upon your request, (iv) comply with any applicable law, court order or other judicial process, or (v) enforce or apply agreements with you, or protect the rights, property or safety of serpecon or third parties, or as otherwise required or permitted by law.

In addition, in the event of a corporate transaction such as a sale, merger or reorganization involving serpecon or its parent companies, personal information may be disclosed or transferred to the acquiring company. serpecon may collect and share aggregate website statistical information (such as sales, traffic patterns or related information) with third parties. No such shared statistics will contain any personally identifying user information.

We may occasionally hire contractors to provide certain services on its behalf, including information processing and storage or the management of communication, marketing, promotional activities, and surveys. These contractors are required to maintain the confidentiality of information they receive from serpecon and are restricted from using the information for any purposes other than those authorized by us.

Personal data will generally not be transmitted to recipients outside the European Union or the European Economic Area unless it is required to fulfil the above-mentioned purposes. In these cases, we will ensure that such recipients are bound by respective data protection statutes (e.g. EU-US data privacy shield, standard contractual clauses).

How we protect your Information

No data sent over the internet can be deemed as 100% secure, however. When you submit any information via our site(s), that information is subject to SSL encryption technology. As a result, while we strive to protect your personal information during transmission, we cannot ensure or warrant the security of any information you transmit to us or receive from us.

Any personal information submitted to serpecon in writing is kept in a secure location. Our instructions to our employees and computer service providers with access to your personal information state that they must comply with the principles set forth in this data privacy declaration and applicable laws.

Submissions to serpecon

Suggestions, materials, or other intellectual property sent or transmitted to us via our site(s) or via email are governed by the separate terms applicable to such materials identified at the time of submission (if any).

If no such terms are identified, all such items shall be deemed to be non-confidential and public domain, serpecon shall have no obligation of any kind with respect to such items and shall be free to use and distribute them to others without limitation, including, but not limited to developing and marketing products incorporating them.

United Kingdom data protection authority

If you're unhappy with our response or need any further advice you should contact the Information Commissioner's Office (ICO) using email (casework@ico.org.uk) or Telephone: 0303 123 1113.

Website: <https://www.ico.org.uk/make-a-complaint>

Acceptance of our Data Protection Disclaimer

By using our site(s), or by submitting personal information, you signify your acceptance of this data privacy declaration, consent to our use of the personal information you submit to serpecon in accordance with this data privacy declaration, and you agree to adhere to the terms and conditions posted on the sites under "Terms of use". If you do not agree with the terms of this data privacy declaration, please do not submit any personal information to us.

Opt-Out

If you wish to opt out of any of the data sharing practices described in this data privacy declaration, please email the following (info@serpecon.co.uk) adding Opt-Out in the Subject Line.

You may set your browser to reject cookies or to notify you when a web site tries to place cookies in your browser program.

Information Security

Unless otherwise state any information transmitted to serpecon through our website or via email is not encrypted and as such any information sent electronically is done so at your own risk and you should carefully consider its sensitivity prior to transmission.

Data Protection

Any personal data given to serpecon will be processed in accordance with current UK data protection laws.

Last updated

28 October 2024

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Accounts	accounts@serpecon.co.uk	Website www.serpecon.co.uk			
Serpecon	Registered Co. No. 02423539	VAT Registration No. 547 2710 43			
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