



This is our **General Data Protection Regulation Privacy Notice** which explains how we use any personal information provided to H.W.Engineering (Wigan) Limited.

Who are we?

H.W.Engineering (Wigan) Limited is a company registered in England.

Our Company Registration Number is : 01009254

Registered address: Martland Mill Mart Lane, Burscough, Ormskirk, Lancs. L40 0SD.

Trading from business premises address: Ince Moss Works, Cemetery Road, Ince-in-Makerfield, Wigan, Lancashire. WN3 4NN.

You can contact us by post at the above address, or by email at info@hwengineering.co.uk or by telephone on 01942 866091. We are not required to have a data protection officer, so any enquiries about our use of your personal data should be emailed to us using the address above.

What information do we collect from you?

We collect information about you when you become a customer with us or place an order for products or services.

We collect Website usage information using cookies from our website.

Why do we collect this information?

We collect information about you to enable us to provide the Support and other services to which you have subscribed or purchased from us. We limit this information to data which enables us to provide our services.

Who might we share your information with?

We may share your personal information with third party suppliers, such as couriers or suppliers, to allow us to provide the service to which you have subscribed.

We will never pass on your personal information to other companies for marketing purposes.

What do we do with your information?

Your personal information is stored and processed on our internal computer system to allow us to provide the services to which you have engaged us. We are committed to keeping your information safe and secure and we employ appropriate technical and organisational security measures to prevent loss of, or unauthorised access to your information. Some of our systems may be hosted on third party servers but all information is held inside the EU.

How long do we retain your information?

We store information about you while you are a customer and may continue to store this for the period of your warranty with us. Whilst in most cases this is 2 years, certain products have warranties which last up to ten years. We can confirm any warranty periods with you on request. We may store some information about you due to external regulations imposed on us as a business (for instance by HMRC).

How can I access the information you hold about me?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address. Please be aware that an administration charge may be payable for this service.

email : info@hwengineering.co.uk

post : Martland Mill Mart Lane, Burscough, Ormskirk, Lancs. L40 0SD.

Your right to complain.

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF