



The following information outlines what you can expect from us in regards to protecting your privacy, the use of your data, the use of cookies, sharing of information and complaints when you visit [www.pesttrappa.com](http://www.pesttrappa.com). Our privacy policy complies with GDPR (General Data Protection Regulation) enforced from 25th May 2018.

## Company and data Controller's details

Pesttrappa  
Whittington Way  
Old Whittington  
Chesterfield  
United Kingdom  
S41 9AG

## Information we may collect from you:

- Information you have provided from completing a 'Contact us' form. We may keep this information as a record of your enquiry. This includes your name, email address and telephone number if you have completed a 'Contact Us' form.
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data for statistical purposes
- We may collect information about your computer, including where available your IP address, operating system and browser type. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.
- As a customer we will collect the following details from you in order to process an order. Your name, the company name, accounts address, delivery address (if different from accounts), phone number, email address.

## Who has access to this information

The information you provide will be shared with the data controller and processor in order to fulfil your request or to contact you for marketing purposes, if you have given prior consent to do so. We will never share your information with third parties.

## Where is your data stored

- Data that comes to us via our 'Contact us' facility will be stored in our website CMS system. The details of your enquiry will also be shared via email between the data controller and processor in order to fulfil your query.
- Should you order with us your data will be stored in our CRM system and order processing system
- Your data will always be kept securely whilst with us

## What do we do with your data

We will use your data only for the purpose in which you gave us consent. If you have provided your name and address for us to process an order, that is all we will use that data for. Your data may be used for marketing purposes only if you have given us prior consent.

## How long it is stored for

Your data will be stored until your query is processed. For marketing purposes your data will be stored until you give us further notice that you are no longer interested by unsubscribing to our emails.



## **Your rights under GDPR**

### **The right to be informed**

You have the right to be informed about the collection and use of your data under GDPR guidelines as highlighted in the former sections of this privacy policy.

### **The right of access**

You have the right to make a written request to access your personal data. This includes a description of the personal data, the purposes for which it is being processed, recipients, retention period and rights of rectification, erasure, restriction and objections.

### **The right to erasure**

You have the right to request that businesses delete the personal data that they hold on you in certain instances.

### **The right to restriction of processing**

You have the right to obtain restriction of processing in certain instances such as: when accuracy is contested, if processing is unlawful, if data is no longer needed, pending a right to object action.

### **The right to data portability**

You have the right to obtain a copy of your personal data from the controller.

### **The right to object**

You have the right to object to processing on the basis of situations such as 'profiling' and/or behavioural marketing.

### **Rights in relation to automated decision making and profiling**

You have the right to object to decisions made solely by automated means such as automated profiling.

## **Cookies**

Pesttrappa use a feature of your Internet Web Browser called a 'cookie'. A cookie is a very small text file that your Web Browser places on your computer's hard disc when you log in. A cookie can be thought of as an identification card. Our cookie is only used to store what is called a session ID that expires once you close your browser or log out of the site. It does not store password or credit card information. It is possible to view our site without providing any personal details but you will not have access to stock and pricing information while you remain logged out. You can set your browser to accept or reject all (or certain) cookies. You can also set your browser to alert you each time a cookie is presented to your computer. Please note that we do not use cookies to retrieve personal information about you from your computer

## **Your Rights - Marketing and Mailing Lists**

If you have opted to subscribe to our mailing list we may contact you via email with marketing related offers and updates. You can unsubscribe from these emails at any time by clicking the unsubscribe link on the email.

## **Complaints**

If you do have a complaint please bring it to our attention in writing.

## **Policy Changes**

Any changes to this policy will be posted here