



Privacy Policy

In this privacy policy references to “we”, “us” and “our” are to Dales Engineering Services Ltd. References to “our Website” or “the Website” are to www.dalesengineering.co.uk.

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us online. It also explains how we’ll store and handle that data and keep it safe. We know that there’s a lot of information here, but we want you to be fully informed about your rights, and how we use your data.

We hope the following sections will answer any questions you have but if not, please do get in touch with us.

WHO WE ARE

When you are using our website, we are the data controller.

WHAT INFORMATION WE COLLECT AND HOW

The information we collect via this website may include:

- Any personal details you knowingly provide us with through forms and email, such as name, address, telephone number etc.
- When you use our contact us page on the site we collect the data shown in the contact us form and also your IP address and browser user agent string to help spam detection. The data is collected for the purpose of enabling us to reply to your enquiry.
- Your preferences and use of email updates, recorded by emails we send you.
- Your IP Address, a string of numbers unique to your computer that is recorded by our web server when you request any page or component on the Website. This information is used to monitor your usage of the Website.
- Data recorded by the website which allows us to recognise you and your preferred settings, which saves you from re-entering information on return visits to the site. Such data is recorded locally on your computer through the use of cookies. Most browsers can be programmed to reject or warn you before downloading cookies. Information regarding this may be found in your browsers ‘help’ facility.
- If you use our contact us page, the information and is retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

WHAT WE DO WITH YOUR INFORMATION

Any personal information we collect from this website will be used in accordance with data protection legislation, including the General Data Protection Regulation (GDPR) and Data Protection Act 2018, as may be amended from time to time. The details we collect will be used:

- In certain cases we may use your email address to send you information on our other products and services. In such case you will be offered the option to opt in/out.
- We may need to pass the information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the website and issuing our e-mails for us. Third parties will not be allowed to use your personal information for their own purposes.

YOUR RIGHTS

You have the right to request a copy of any information that we currently hold about you. In order to receive such information please send your contact details including address to the following address:

- Dales Engineering Services Ltd, Dales Industrial Estate, Peterhead, AB42 3JF

We will need to verify your identity before issuing information.

OTHER WEBSITES

This privacy policy only covers this website. Any other websites which may be linked to our website are subject to their own policy, which may differ from ours.

INDUSTRY REGULATORY DISCLOSURE REQUIREMENTS

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113 or go online to www.ico.org.uk/concerns.