

Privacy Policy

This Privacy Policy sets out how Chargelyn Ltd, trading as South Eastern Finecast, collects data from you and how it will be used by us. Chargelynn Ltd is the 'data controller' for the purposes of the General Data Protection Regulation and if you have any questions regarding this privacy policy or the personal information we have about you please contact us at Glenn House, Hartfield Road, Forest Row, East Sussex, RH18 5DZ, UK, Telephone: + 44 (0)1342 824711.

Information we collect from you

We will collect information about you when you open a trade account, place an order for products or request a quote or information. This information is collected when you provide it to us by email, verbal or written communication or through previous or current trading activities. The information you provide will be held confidentially and will include your name, postal address, email address and telephone numbers to enable us to contact you.

If you choose to pay for any goods or services by Debit or Credit card, we will collect card payment information from you and pass this data to our current payment service provider. We collect and hold such information within PCI DSS guidelines.

We process all of the above data as it is necessary for our performance of our contract with you. All data held will be for internal use only and for the purposes of our trading activities. We will never give your data to third parties unless:

- we are legally obliged to do so; or
- we need to in order to fulfil our contract with you e.g. with courier companies, online banking systems; or
- in the event of unpaid and overdue transactions we may contact debt collection agencies, solicitors or courts.

Security and Retention

We are fully committed to ensuring your information and privacy are protected in accordance with your rights and our obligations under Data Protection legislation and UK privacy law and, in doing so, we ensure that your data is secure, private and confidential and that we have in place controls to protect your information. We will not transfer any of your information outside the European Economic Area.

Your Data Protection Rights

We will retain your information for as long as is reasonably necessary to provide our products and services to you and to maintain our records to satisfy tax and legal requirements.

You have the right to request access to the personal information we hold about you, to have that data transferred to another organisation, to ask us to correct any errors in the data we hold and to ask us to delete your data (although, if you require us to delete the data we hold, we may not be able to properly fulfil the requests of contracts which we have with us). For more on your data protection rights you can visit the Information Commissioners website www.ico.org.uk.

Website and Cookies

We do not collect any information from you when you visit our website. The website does not use any cookies or analytical technologies.

Privacy policy Review

We reserve the right to update and change this privacy policy when required. The most up to date privacy policy is always available on our website. Last update: June 2018

To exercise all relevant rights, queries or complaints please in the first instance contact us at Glenn House, Hartfield Road, Forest Row, East Sussex, RH18 5DZ, UK, Telephone: + 44 (0)1342 824711 or email: info@sefinecast.co.uk.

You can also contact the Information Commissioner's Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.