

PRIVACY POLICY

Introduction

Aljac Fuelling Components Limited is a company registered in England and Wales. Maintaining the security of your data is a priority to us and we are committed to respecting your privacy. We will handle your data fairly and legally at all times.

This policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it.

Collection of data

Personal information is collected in a variety of means including

- when requesting information, quotations or placing orders for our products and services
- when filling in forms on our website
- when participating in any promotion or survey organised by us, or otherwise providing feedback
- when corresponding with us by phone, email, letters or otherwise
- during face to face meetings either in our office, your office or some other place, for example, conferences or exhibitions
- collecting personal information about you from third parties or publicly available sources

The personal information collected about you for use, storage or transfer can include

- Identity data, such as your name and title, job title
- Contact data, such as your address, email address and telephone number
- Organisation data, such as your company's name, address and telephone number
- Transaction data, including details of products and services your company purchases from us or supplies to us and details of payments to and from your company
- Marketing data, such as your preferences in receiving marketing from us and your communication preferences
- In the course of our dealings with you we do not expect to collect any 'special category' data which is for example, racial or ethnic origin, health, criminal convictions etc.

Use of data

We will only use your personal information where it is permissible under applicable law and in the following circumstances:

- where you have given us consent
- where we need to perform a contract we are about to enter into or have entered into with you
- where it is necessary for our or a third party's legitimate business interests, and your interests and rights do not override those interests

- where we need to comply with a legal or regulatory obligation
- to detect, prevent, investigate or remediate, crime, illegal or prohibited activities or to otherwise protect our legal rights
- to send to you relevant information regarding new products , Aljac Fuelling Components newsletters, industry technical and safety bulletins. You can change your mailing preferences, or unsubscribe entirely, at any time.

We will only use your personal information for the purpose(s) for which we collected it, unless we reasonably consider that we need to use it for another reason which is compatible with the original reason. The purpose for collecting the data is that it will be necessary for our legitimate business interests with your company.

In order to make our products and services available to you we may need to share your data with some of our trusted service partners. These include, but are not limited to, providers of IT services, delivery companies, shipping and freight agents, export documentation agencies and finance institutions.

We will however not sell or pass your data to any other third parties apart from those listed above and who have a legitimate business interest in your company.

Data Processing

All personal information is stored on secure servers in the UK either in our office located at Unit 1A, Watchmoor Point, Camberley, Surrey, GU15 3AD or, on secure Acronis servers also located in the UK. We take the security of your personal information seriously, and use security policies, standards, technologies and ongoing training to safeguard the personal information from improper access, use, alteration , destruction and loss.

The length of time that we store your personal information depends on why we are using it.

- where we use/store it for our legitimate business interests we will continue to store the data until you ask us to stop. If however we determine that the reason for using your data overrides your interests then we will continue to store it until we no longer have a legitimate business reason to do so.
- where we use/store your data because we have your specific consent we will continue to store the data until you ask us to stop
- where we use/store your data because it is necessary for us to comply with a legal obligation to which we are subject we will continue to store it for the duration of the legal obligation

Cookies

Our website does not use cookies to identify or distinguish you from other users of our website.

Your rights

You have rights over how we use the information we use/store about you as follows:

- the right to be told how we use your information and to obtain access to your information
- the right to ask us to rectify any information we hold about you which is inaccurate or incomplete
- the right to ask us to erase any information we hold about you (the “right to be forgotten”). Please note that this may not be possible in certain circumstances and if we are unable to do so then we will explain why not.

- the right to ask us to stop using the information we hold about you
- the right to ask us to transmit the information we hold about you in a structured, commonly used and machine readable format either to yourself or sent directly to another company
- the right to object to the use/store of your information
- where you have previously given your consent to use/store your information, the right to withdraw your consent at any time
- the right to lodge a complaint with the supervisory authority responsible for data protection matters (e.g. in the UK, the Information Commissioners' Office, website: <https://ico.org.uk/>)

If you wish to exercise any of your legal rights, please contact us in writing to our registered office address, Aljac Fuelling Components Limited, Unit 1A, Watchmoor Point, Camberley, Surrey, GU15 3AD.

If you request a copy of your information you may be required to pay a statutory fee. If we hold any information about you which is incorrect or if there are any changes to your data, please let us know so that we can keep our records accurate and up to date.

Changes to our Privacy Policy

We may change this Privacy policy from time to time. Any changes will be posted on our website so please check our website frequently to see what, if any, have been made. This Privacy Policy was last updated on 7th January 2025.