

## Privacy and Cookie Policy - May 2018

### What this notice covers

This notice describes what we do with personal data as a data controller and how you can exercise your rights over it. This notice is intended to provide a succinct, easily understood overview. If you have any questions or concerns about the information in this notice, or about our handling of personal data more generally, or if you would like more detailed information on a particular point, you can contact us at the address below.

### Who we are

We are Reliable Manufacturing Limited. We are an English company with company number 4267488. If you have questions about our handling of personal data, you can contact us by email to [info@reliable-manufacturing.com](mailto:info@reliable-manufacturing.com) or by writing to us at: Reliable Manufacturing Ltd, 25 Barshaw Gardens, Appleton, Warrington, Cheshire, UK WA4 5FA.

### Personal Information We Collect

We collect information from you, such as name, company, job title, email address and phone number, when you subscribe to our newsletters. This information helps us provide the most relevant email content. When you use our website, we collect information about how you use the site. This helps us to make our website easier to use and the content more useful.

### Cookies and Analytics

We use cookies and analytics technologies to gather usage and performance information about our web pages. This information helps us analyse our website usage and web page performance.

### The legal basis on which we process your information

We process the contact details of our customers, suppliers, prospects and other business contacts on the basis of our legitimate interest in operating and promoting our business, and in some cases on the basis that we have to do so by law.

We send email newsletters about our services and other information on the basis of your consent.

We analyse usage statistics from our website logs and interactions with our email newsletters on the basis of our legitimate interest in understanding how people interact with the content.

### Disclosures

We won't sell or rent information about you.

### Sharing your data

We only work with companies who we trust to keep your information safe and we share the minimum amount of information necessary to provide our services.

### How long we retain your information

In general, we will retain your information for as long as we have a relationship or realistic prospective relationship with the organisation you work for, and for seven years afterwards, in case of any queries, legal claims or disputes.

If you have signed up to one or more of our email newsletters, we will retain your information to comply with our legal obligations to keep a record of hard bounces and unsubscribes. You can request to be removed from our system via a Right to be Forgotten submission.

### **Email Policy**

We send emails to customers and subscribers. You control what communications you receive and can unsubscribe from marketing at any time by using the link in the email received.

### **Privacy Policy Amendments**

This privacy policy will be updated from time to time and the latest version will always be on our website. If significant changes are made which may impact you, we will also notify these changes in advance via email.

### **Email Marketing**

We seek your consent to provide you with details of our products, services and other useful information by email. You can withdraw your consent at any time by clicking the unsubscribe link on our emails or by emailing [info@reliable-manufacturing.com](mailto:info@reliable-manufacturing.com).

### **Right to access**

You may instruct us to provide you with any personal information we hold about you by emailing your request to [info@reliable-manufacturing.com](mailto:info@reliable-manufacturing.com) or by writing to us at: Reliable Manufacturing Ltd, 25 Barshaw Gardens, Appleton, Warrington, Cheshire, UK WA4 5FA.

### **Right to object to direct marketing**

You may instruct us not to process your personal information for marketing purposes by email at any time by using the unsubscribe link in a marketing email you receive or by emailing [info@reliable-manufacturing.com](mailto:info@reliable-manufacturing.com) with your request.

### **Right to update or correct information**

Please let us know if the personal information which we hold about you needs to be corrected or updated by emailing [info@reliable-manufacturing.com](mailto:info@reliable-manufacturing.com).

### **Right to be forgotten**

You have the right to ask us to delete the personal information that we have about you by emailing [info@reliable-manufacturing.com](mailto:info@reliable-manufacturing.com).

### **Third-party Websites**

Our website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

### **Contact**

If you have any questions about this privacy policy or our treatment of your personal information, please contact [info@reliable-manufacturing.com](mailto:info@reliable-manufacturing.com) or by writing to us at: Reliable Manufacturing Ltd, 25 Barshaw Gardens, Appleton, Warrington, Cheshire, UK WA4 5FA