

Privacy Notice & GDPR Compliance

Scope

This notice outlines the measures taken by Harken UK (HUK) to safeguard personal data held on individuals and the processes which will be followed in relation to the maintenance and handling of personal data.

Privacy Statement

Harken UK (HUK) is committed to protecting any and all personal data which it has collected (both past and future). HUK will never share personal data with any third party other than where required to by law or where required in order to provide the goods and services ordered by a customer; for example, address details will be passed to a courier in order to facilitate the shipping of materials requested by a customer.

HUK holds only personal data which is necessary to supply and support the products and services which have been quoted or provided by us to the end users who have requested them.

A typical example of the information held by HUK would be:

- Name
- Address
- Phone Number
- E-Mail Address
- Vessel Name / Type

Any individual has the right to View / amend / correct the data held on them at any time. They may also request that their data is deleted from our systems. HUK will action such modification / deletion requests within 3 working days of receipt, except in the case that the deletion or modification contravenes other legislation, which requires HUK to hold the data.

Any request to view / modify / delete personal data should be made to sales@harken.co.uk. Once an initial request has been received, HUK will reply with an Access Request Form, which is to be completed and returned by the person to whom the data pertains. HUK will charge a £10+VAT administration charge for all such requests.

Data Collection

HUK collects personal data via the following methods:

- Phone calls from customers and potential customers
- Incoming e-mails
- Contacts made at trade shows and exhibitions
- Walk-in customers to our offices
- Website orders and registrations

In all of cases mentioned above, the individual will be asked whether they give permission for HUK to hold their data and also whether or not they would like to receive marketing material from HUK. A record of consent and the date that consent was given will be held in HUK's sales order processing software.

Methods of Contact

HUK may use various methods of contact with individuals, including:

- Phone
- E-mail
- Post

HUK do not engage in cold calling and only send marketing materials via e-mail. All individuals can opt in or out of marketing communications at any time. In the event of warranty / recall situations, HUK will send out bulletins via e-mail, even to those who have opted out of marketing e-mails, as there may be safety related concerns.

Methods of Data Protection

All personal data is held within the networks of HUK, which is configured and secured according to IT best practices. While specifics of the configuration cannot be detailed in this document due to their sensitive nature, the following technologies are used to protect personal data:

- Password protected network access
- Encrypted customer database
- Secure encrypted remote worker login
- Anti-virus
- 0-day threat prevention for incoming e-mails.
- No personal data held on mobile devices such as laptops or smart phones.
- Intelligent managed firewalls at all network boundaries.

Access to Personal Data

Access to personal data held by HUK is restricted to current employees only and is only used to conduct our usual business of supplying and servicing make or distributed by HUK.

Data Retention

HUK will not hold personal data for more than 3 years from the point of last contact with the customer in question, except where required by law; for example, we are required to hold transactional data for 7 years. In the months preceding the 3-year expiry of the data in question, HUK will send an e-mail to the customer asking whether they would like to be kept on file. Should the answer be negative or no answer received, HUK will delete all data which it is not obliged to keep.

Business to Business

HUK will continue to hold personal data relating to the individuals working for our client companies on the grounds of legitimate interest. A typical example of the personal information held on client company employees would be as follows:

- Name
- Business Address
- Business Phone Number
- Business E-Mail Address
- Role within the client company

A copy of HUK's legitimate interest documentation is available on request.

Data Breach / Loss of Data

In the event that HUK has a data breach or loses personal data, it will notify the office of the information commissioner within 3 working days of the event and all affected individuals as soon as possible after the event. HUK will detail the type of information and when it was lost. Remedial action will be taken to identify how the data was lost and prevent future losses.

Changes in Notice

This notice is subject to change without notice at the sole discretion of Harken UK

Contact Information

For any queries or issues relating to privacy and data protection at HUK, please use the following contact details:

Harken UK
Unit 640 Ampress Lane
Lymington
SO41 8LW
Tel: 01590 689 122
sales@harken.co.uk