

Our contact details

Northern Industrial Electronics
Thwaites Close, Blackburn
BB1 2QQ
01254 673747
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How do we obtain your personal information?

Most of the personal information we process is provided to us directly by you. We collect information about you when you make an enquiry. We currently collect your name, address, contact details and in some cases your financial information depending on the service we provide to you. We also collect information when you voluntarily complete customer surveys, provide feedback, and participate in competitions so that we can monitor website user statistics. Website usage information is collected using cookies. When using our website, you will be asked to agree if we can place these types of cookies on your device.

What are cookies?

Cookies are small text files that a website may put on your computer or mobile device when you first visit a site or page. The cookie will help the website, or another website to recognise your device the next time you visit. Most cookies won't collect information that identifies you and will instead collect more general information such as how users arrive at and use our website, or a user's general location.

Can you block cookies?

To find out how to manage what cookies you allow, see your browser's help section or your mobile phone manual. Or you can visit one of the sites below which have detailed information on how to manage, control or delete cookies:

www.aboutcookies.org
www.allaboutcookies.org

Please remember that if you do choose to disable cookies, you may find that certain sections of our website do not work properly.

Cookies on social networking sites

We have links so you can use social networking websites (e.g. Facebook and Twitter or You Tube) from us. These websites may place cookies on your computer. We do not control how they use their cookies. We suggest you check their website to see how they are using cookies.

How do we use your personal information?

We collect and use the information that you have provided to us in order to process your enquiry, sales order or keep you updated with any relevant information .

How is your data stored?

Your information is securely stored in our electronic database. The information in our database is reviewed on a regular basis and data is securely erased from the system when it is no longer needed.

What are your rights?

Under the Data Protection Act 2018 (DPA) which incorporates the agreed provisions of the General Data Protection Regulation (GDPR), you have rights including:

- Your right of access - you have the right to ask us for copies of your personal information.
- Your right to rectification - you have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - you have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - you have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - you have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - you have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us using the details at the start of this notice if you wish to make a request.

Complaints

If you have any concerns about our use of your personal information, you can make a complaint to us using the contact details at the start of this notice. You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data. The ICO's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>