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## Customer Privacy notice

This privacy notice tells you what to expect us to do with your personal information.

## Our contact details

### Post

Hy-Tek (Engineering Services) Limited, 3 Main Cross Road, Great Yarmouth, Norfolk, NR30 3PD, GB

### Telephone

01493855345

### Email

admin@hy-tek.co.uk

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

* Names and contact details
* Addresses
* Date of birth
* Purchase or account history
* Payment details (including card or bank information for transfers and direct debits)
* Credit reference information
* Health information (including dietary requirements, allergies and health conditions)
* Health and safety information
* Account information
* Website user information (including user journeys and cookie tracking)
* Photographs or video recordings
* Records of meetings and decisions
* Identification documents
* Information relating to compliments or complaints
* Information relating to sponsorship

We collect or use the following information for **the operation of customer accounts and guarantees**:

* Names and contact details
* Addresses
* Payment details (including card or bank information for transfers and direct debits)
* Purchase history
* Account information, including registration details
* Information used for security purposes
* Marketing preferences

We collect or use the following information to **prevent crime, prosecute offenders, or defend against legal action**:

* Names and contact information
* Customer or client accounts and records
* Financial transaction information
* Information relating to health and safety

We collect or use the following information for **service updates or marketing purposes**:

* Names and contact details
* Addresses
* Location data
* Recorded images, such as photos or videos
* Purchase or viewing history
* IP addresses
* Website and app user journey information
* Information relating to sponsorship
* Records of consent, where appropriate

We collect or use the following information for **research or archiving purposes**:

* Names and contact details
* Addresses
* Location data
* Purchase or viewing history
* IP addresses
* Website and app user journey information
* Personal information used for administration of research
* Personal information used for the purpose of research
* Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

* Identification documents
* Financial transaction information
* Health and safety information

We collect or use the following information for **recruitment purposes**:

* Contact details (eg name, address, telephone number or personal email address)
* Date of birth
* National Insurance number
* Copies of passports or other photo ID
* Employment history (eg job application, employment references or secondary employment)
* Education history (eg qualifications)
* Right to work information
* Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
* Security clearance details (eg basic checks and higher security clearance)

We also collect or use the following information for **recruitment purposes**:

* Health information

## Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

* Consent
* Contract

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

* Consent
* Contract

Our lawful bases for collecting or using personal information to **prevent crime, prosecute offenders or defend against legal action** are:

* Consent
* Contract

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

* Consent
* Contract

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

* Consent
* Contract

Our lawful bases for collecting or using personal information for **legal requirements** are:

* Consent
* Contract
* Legal obligation

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

* Consent
* Contract

## Where we get personal information from

* People directly
* Schools, colleges, universities or other education organisations
* Previous employers

## How long we keep information

For information on how long we keep personal information, see our retention schedule at www.hy-tek.co.uk

## Who we share information with

### Data processors

**CSSCloud**

This data processor does the following activities for us: They manage our IT Systems

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data 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 data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don’t usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

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

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated

22 May 2024