

# Privacy Policy

**This notice explains what and how we collect and use your personal information (which may be held on paper, electronically or otherwise). We recognise the need to treat it in an appropriate and lawful manner.**

If you have any questions regarding your personal data, please email:

[sales@truckandmarinecranes.com](mailto:sales@truckandmarinecranes.com) or write to us at:

Truck & Marine Cranes Limited, Tower Crane Drive, Brookhouse Industrial Estate, Cheadle, Staffordshire ST10 1FB

## **How we collect your information?**

Personal data is collected when you enquire about our stock:

- Through the website
- Over the phone
- Face to Face
- From the showrooms/exhibitions

## **What information we collect**

For us to start the sale process we require the following details as a minimum; your forename and surname; email address; postal address and telephone number(s).

At various points prior to completing the sale we may require additional information from yourself. We may gather other information such as which vehicles/plant you are enquiring about and information regarding your enquiry.

## **How do we use this information?**

The information collected will be added to our customer database and will be used to assist with our service to you; firstly, to inform you of events, new vehicles/plant and special offers and secondly, to provide you with vehicle or plant information as requested by you.

If you wish to opt out from receiving informational emails regarding our new vehicles/plant and services, you can unsubscribe using the link on our emails or by emailing [sales@truckandmarinecranes.com](mailto:sales@truckandmarinecranes.com)

## **How do we protect personal information?**

We take the appropriate measures to ensure your personal information is kept accurate, up to date and secure with a view to preventing any unauthorised access to your data. We only keep it for as long as necessary for the purposes for which it is intended. We do not supply this information to any other companies other than our own approved suppliers for the purpose of facilitating your enquiry or as required by law.

## **Will we disclose the information we collect to outside parties?**

Your information will not be passed on to a third party, unless it is for the purpose of completing your purchase and registering ownership with the relevant bodies. Where we use third parties, we will make sure there are appropriate controls in place.

## **Your consent**

By providing us with your information, you have consented for us to collect and use this information in accordance with the purposes described above.

**Right of access**

We are able to provide copies of information we hold about you or correct any inaccuracies in your information; however, we may charge a small administration fee. If you wish to access these rights, please email [sales@truckandmarinecranes.com](mailto:sales@truckandmarinecranes.com)

**Changes**

If you wish to change any personal details, please let us know at [sales@truckandmarinecranes.com](mailto:sales@truckandmarinecranes.com) so we can keep your records up to date.

If you no longer wish to receive information about our new stock, please let us know by emailing [sales@truckandmarinecranes.com](mailto:sales@truckandmarinecranes.com) or click 'unsubscribe' from our latest emails.

**Withdrawing consent**

To withdraw or change your consent to us using the data that we hold for you for the purposes of our business, please contact [sales@truckandmarinecranes.com](mailto:sales@truckandmarinecranes.com)