



Privacy Notice

This privacy notice tells you about the information we collect from you when you request information or a quote, place an order, purchase a service, or request support from Hill Data Systems Limited.

In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Hill Data Systems Limited. Our address is Cross Keys House, 22 Queen Street, Salisbury, SP1 1EY. You can contact us by post at the above address, by email at dataprotection@hilldatasystems.co.uk or by telephone on +44 (0)1722 448888.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you request information or a quote from us, we ask you for your name, address, contact telephone number, email address.

When you order a product or service from us, we ask you for your name, address, contact telephone number, email address and billing information.

When you request support from us, we may ask you for your name, address, contact telephone number, email address, and any additional personally identifiable information as is required to resolve the issue for you.

Why do we collect this information?

We will use your information to process your request or order and to send you any purchased goods. We will use the most appropriate contact method to provide updates regarding the status of the query, order, service or support issue.

We require this information in order to action your request, deliver any goods and fulfil our contract with you.

What do we do with your information?

Your information is stored in our business processing system which is based within the European Union.

We use third-party suppliers and couriers to procure and deliver your goods and we share with them your name, address and telephone number in order to complete the delivery.

We do not use the information you provide to make any automated decisions that might affect you.

We may use your order information for internal reporting after the delivery/service is completed but no personally identifiable information will be shared with any third party.

How long do we keep your information for?

We keep this information for up to 12 months after we stop providing services to you, or longer if there is a legal requirement. Your personal information associated with the order will then be removed.

We hold your information for this long in case of product recall notifications, order & warranty queries and in case you recontact us with a further order or re-order request.

Your rights over your information

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate.

You can also ask us to give you a copy of the information and to stop using your information for a period of time if you believe we are not doing so lawfully.

To submit a request by email, post or telephone, please use the contact information provided above.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org/concerns or write to them at:

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