

## **R&G Products Privacy Policy**

### **1. Introduction**

1.1 We are committed to safeguarding the privacy of our website visitors and service users.

1.2 This policy applies where we are acting as a data controller with respect to the personal data of our website visitors and service users; in other words, where we determine the purposes and means of the processing of that personal data.

### **2. How we use your personal data**

We may process your account data ("account data"). This data is collected by the completing a contact enquiry form on the website. The account data may include your name, address, phone number and email address and any information you send us. The account data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is consent.

### **3. Providing your personal data to others**

3.1 We may disclose your account data in order to fulfil your business requirements insofar as reasonably necessary.

3.2 Our website does not accept financial transactions or your financial details. All payment requests are passed to our payment gateway processors PayPal. Here is their [privacy policy](#)

### **4. International transfers of your personal data**

4.1 We may disclose your personal data to our suppliers or subcontractors insofar as reasonably necessary to provide the services we offer.

Namely

- Web and email hosting by Liquid Web. See their [Privacy Policy](#)

- Technical support by [Trident Web Info Services](#)

4.2 You acknowledge that personal data that you submit for publication through our website or services may be available, via the internet, around the world. We cannot prevent the use (or misuse) of such personal data by others.

### **5. Retaining and deleting personal data**

5.1 Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

5.2 The data will be stored in a responsible manner.

5.3 Notwithstanding the other provisions of this section, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

### **6. Amendments**

We may update this policy from time to time by publishing a new version on our website.

### **7. Your rights**

7.1 Here we have summarised the rights that you have under data protection law. As some of the rights are complex you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

7.2 Your principal rights under data protection law are:

- (a) the right to access
- (b) the right to rectification
- (c) the right to erasure
- (d) the right to restrict processing
- (e) the right to object to processing
- (f) the right to data portability
- (g) the right to complain to a supervisory authority
- (h) the right to withdraw consent

7.3 You have the right to confirmation as to whether or not we process your personal account data and, where we do, access to the personal account data.

## **8. About cookies and browsers**

8.1 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

8.2 The only cookies we use are that provided by Google Analytics to measure traffic flows on our website. See their [Privacy Policy](#).

8.3 Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version.

## **9. Our details**

9.1 This website is owned and operated by R and G Products Ltd

9.2 Our principal place of business is Crabbwell Farm, Broom Lane, Tytherleigh, Devon EX13 7AZ

9.3 You can contact us:

- (a) by post to the postal address given above
- (b) using our website [contact form](#)
- (c) by telephone on +44 (0) 1273 490 053
- (d) by email using [mark@randgproducts.com](mailto:mark@randgproducts.com)

## **10. Data protection officer**

Our data protection officer's contact details are Mr Mark Lockett (as above)

## **11. Credit**

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