

Hydrajaws Data Protection and Privacy Policy

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This document informs you of our policies regarding our collection, use and disclosure of personal and company information and data. Hydrajaws are registered with the Information Commissioner's Office on the Data Protection Register (no. Z5906578).

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1. Terms used

Hydrajaws Limited ("us", "we", "the company" or "our") operates <http://www.hydrajaws.co.uk> (the "site").

"Hydrajaws headquarters" refers to the main working office of Hydrajaws Limited. This is secured and alarmed outside working hours and resides within a secure courtyard. During working hours the building is locked and access is only gained by permission of a member of Hydrajaws Limited's employees that have the recognised authority.

"Hydrajaws Servers" refers to our data servers located physically at Hydrajaws headquarters in a locked server cabinet – and protected electronically by passwords (available to authorised staff only) and a firewall system to prevent hacking.

2. Information we collect and use

In our normal business practice we collect various data concerning our customers.

This data can include: Company name, address, telephone number, email and website address.

Some of these customers are large corporations and some are one-man sole traders.

This information is kept securely at Hydrajaws Limited headquarters either:

- in paper form, in a restricted cabinet at Hydrajaws headquarters.
- in electronic form, securely on Hydrajaws servers.

In some instances bank details are supplied by companies (e.g. on suppliers invoices.) in paper form or electronically. These are kept in our restricted cabinet at Hydrajaws headquarters or on our secure Hydrajaws server.

- Credit Card Information

Within normal working practice, credit card payments may be taken over a telephone or in person. When payment transactions have been completed the payment receipt is retained and securely stored in a locked cabinet within Hydrajaws headquarters. Any further credit card information received is deleted (either electronically or physically). We do not store – in any form – the full details of anyone's Credit card information (receipts only record part of the card number).

- Website and electronic data collected and used

While using our website, you may fill in a contact form and provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to, your name, email, company name, telephone number and type of business.

This information is stored on our secure email servers at Hydrajaws headquarters and will only be kept for the required amount of time it is needed.

- Log Data

Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data").

This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyze this. For further information please see our Cookie policy.

- Communications

When opted in, we may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that would be beneficial to yourselves.

3. HYDRAJAWS Bluetooth Digital System Privacy Policy

This privacy policy sets out how Hydrajaws Ltd (known as Hydrajaws, we, us) use any information that you give us when you use the Hydrajaws App and the Hydrajaws Dashboard Service.

We are committed to protecting your privacy. If we ask you to provide certain information which can identify you when using our site or the App we will use it in accordance with this privacy policy.

We may change this privacy policy from time to time by updating this page. Please check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

- name
- contact information, such as your address, email address or phone number
- information on your preferences and interests Information that you provide by filling in forms on our site. This includes information provided at the time of registering to use our site, subscribing to our services
- we may also ask you for information when you report any problem with our site
- if you contact us, we may keep a record of that correspondence
- details of transactions you carry out through our site
- details of your visits to our site including, but not limited to, web traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise
- (i) information from your device (such as location, readings, time stamp, gauge serial numbers or photographs) relating a Hydrajaws Digital Gauge or your mobile device that you agree to provide to us (this is done via your mobile device where you have installed our Hydrajaws App) (Collected Data)

What we do with your information and sharing your information

We use this information to:

- enable us to provide the Hydrajaws Dashboard Service
- allow your business to use the Hydrajaws Dashboard Service
- to analyse and re-use data in aggregate
- understand your needs, to manage Hydrajaws Dashboard Service and to provide you with a better service
- carry out our obligations, including without limitation account management, customer care, processing your applications and orders and monitoring and maintaining the quality and security of our network and services
- allow you to participate in interactive features of our service, when you choose to do so
- notify you about changes to our service.

The nature of our service is that certain information that we collect will be shared. In particular, we may share Collected Data with your employer or whoever you contract with, if you are working as a contractor to them or are contracted by them to a third party. They may then share the Collected Data with their end customer.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by post or telephone.

We may extend our services beyond the UK. This means that your data may be held outside the UK or outside the European Economic Area where different laws, rights and protections exist in respect of personal data.

IP addresses and Cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer or other device used to access our site. Cookies contain information that is transferred to the drive of your computer or device. They help us to improve our sites and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our sites according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our sites.

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

How do I change my cookie settings?

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our sites.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place physical and electronic procedures to safeguard and secure the information we collect online. Be aware that the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our sites; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Controlling your personal information

Other than as set out elsewhere in this Privacy Policy, or the sale of all, or a significant part of our business, we will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

Under the General Data Protection Regulation, you may request details of personal information which we hold about you. If you would like a copy of this information, please contact us at: tester@hydrajaws.co.uk. We may charge a fee for this and may require that you give evidence of your identity.

If you have any questions about this Privacy Policy please send an email to: tester@hydrajaws.co.uk

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible and we will correct the information we are holding.

Contact us if you have any questions regarding privacy while using the Application, or have questions about our practices, please contact us via email at tester@hydrajaws.co.uk.

4. Hydrajaws Website Cookie Policy

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the sites functionality.

For more general information on cookies see the Wikipedia article on HTTP Cookies.

How We Use Cookies.

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies.

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore it is recommended that you do not disable cookies.

The Cookies we set :

Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through our website.

This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

Third party analytics are used to track and measure usage of this site so that we can continue to produce engaging content. These cookies may track things such as how long you spend on the site or pages you visit which helps us to understand how we can improve the site for you.

From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features these cookies may be used to ensure that you receive a consistent experience whilst on the site whilst ensuring we understand which optimisations our users appreciate the most.

More Information

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need to or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site.

However if you are still looking for more information then you can contact us through one of our preferred contact methods.

5. Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. We have procedures and security features in place to keep your data secure once we receive it.

6. Reasons for data collection and/or use

All of the data mentioned in this document is collected and kept only for as long a period of time as deemed necessary and for one or more of the following purposes :

1. Performance of a contract.
2. Legitimate interests pursued by Hydrajaws Limited and a third party (e.g. customer/supplier).
3. Consent given for the purposes of promotional or informative notifications.

Data and details of customers who no longer trade with us will be kept securely (as described above) for as long as deemed necessary for one or more of the above purposes.

7. Data we do not collect

Hydrajaws do not collect individual's data that is of a personal level. This includes things such as religious beliefs, age, family details and political opinions.

8. Disclosing your information

We may pass on your personal information only if we have a legal obligation to do so, or if we have to enforce or apply our terms of use and other agreements. We won't share your information with any other organisations for marketing, market research or commercial purposes, and we don't pass on your details to other company websites or third parties.

9. Request a viewing and/or terminating of data

Viewing and terminating of Hydrajaws Limited data can be requested by the owner of that data at any time within working hours. This request must be addressed to the Hydrajaws Data Protection Officer at the normal points of contact (see Contact information at the end of this document).

This request will be reviewed and either :

1. the appropriate data will be made available and/or erased (either electronically deleted or physically shredded) within an agreed time scale.
2. a communication will be set up with the requesting individual to discuss a practical way to proceed if we feel that erasing requested data would impede our normal working relationship.

The owner of personal data will also have the right to correct it, if the data is wrong.

10. Physical data erasure

Any physical data that needs to be deleted, or considered to be unnecessary to store, is placed in locked and secure bins at Hydrajaws headquarters. On a bi-monthly basis we employ a specialised third-party company to come and secure the contents of these bins to be taken away and confidentially shredded and 100% recycled.

11. Hydrajaws Employees and Data Protection

All our employees at Hydrajaws are informed and kept up-to-date with our data protection policies and practices. These policies are detailed in the Hydrajaws Data Protection Procedures Staff Handbook provided to them.

Employees are also informed of the company's policies regarding their own personal data. This is detailed in a consent form that is agreed, signed by them and a copy stored securely at Hydrajaws headquarters.

12. Policy for a data breach

In the unlikely event of a data breach, we will ensure all parties involved will be informed immediately. Hydrajaws will arrange an internal meeting with all parties involved which would decide how to rectify the breach and take an actions necessary to prevent any further breaches.

13. Changes to this Privacy Policy

This Hydrajaws Data Protection and Privacy Policy is effective as of today and will remain in effect except with respect to any changes in its provisions in the future.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any significant material changes to this Privacy Policy, we will notify you by placing a notice on our website.

14. Contact Us

If you have any questions about this Hydrajaws Data Protection and Privacy Policy, please contact the Data Protection Officer at one of the following:

The Data Protection Officer, Hydrajaws Limited, 20/21 The Courtyard, Gorsey Lane, Coleshill, Birmingham B46 1JA, UK.

Email: tester@hydrājaws.co.uk – for the attention of the Data Protection Officer.

Tel: +44(0)1675 430 370