



## Privacy Notice

**The policy:** This privacy notice is for MCR Engineering Ltd, 28 Denham Drive, NE25 0JX and governs the privacy of those who use the company for products and services. The purpose of this policy is to explain to you how we control, process, handle and protect your personal information as a customer and whilst using our website, including your rights under current laws and regulations. If you do not agree to the following policy you may wish to cease using our services/website.

Policy key definitions:

- "I", "our", "us", or "we" refer to the business, MCR Engineering Ltd.
- "you", "the user" refer to the person(s) using this website.
- GDPR means General Data Protection Act.
- PECR means Privacy & Electronic Communications Regulation.
- ICO means Information Commissioner's Office.
- Cookies mean small files stored on a user's computer or device.

## Processing of your personal data

Under the GDPR (General Data Protection Regulation) we control and / or process any personal information about you electronically using the following lawful bases.

- **Lawful basis:** Consent  
**The reason we use this basis:** Information is provided by you as the customer in order for us to generate requested work quotations and retained for the minimum required period.  
**We process your information in the following ways:** Computer, spreadsheets, email and written engineer's service sheets.  
**Data retention period:** We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.  
**Sharing your information:** We do not share your information with third parties.

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- **Lawful basis:** Contract  
**The reason we use this basis:** Information is provided by you as the customer in order for us to generate requested contracts and retained for the minimum required period.  
**We process your information in the following ways:** Computer, spreadsheets, email and written engineer's service sheets.  
**Data retention period:** We shall continue to process your information until the contract between us ends or is terminated under any contract terms.  
**Sharing your information:** We do not share your information with third parties.

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- **Lawful basis:** Legal obligation

**The reason we use this basis:** Information is provided by you as the customer in order for us to generate requested contracts and retained for the minimum required period.

**We process your information in the following ways:** Computer, spreadsheets, email and written engineer's service sheets.

**Data retention period:** We shall continue to process your information until the contract between us ends or is terminated under any contract terms.

**Sharing your information:** We do not share your information with third parties.

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- **Lawful basis:** Vital interests

**The reason we use this basis:** Information is provided by you as the customer and gathered by us as service provider, in order for us to generate requested contracts and retained for the minimum required period.

**We process your information in the following ways:** Computer, spreadsheets, email and written engineer's service sheets.

**Data retention period:** We shall continue to process your information until the contract between us ends or is terminated under any contract terms.

**Sharing your information:** We do not share your information with third parties.

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- **Lawful basis:** Public task

**The reason we use this basis:** Information is provided by you as the customer and gathered by us as service provider, in order for us to generate requested contracts and retained for the minimum required period.

**We process your information in the following ways:** Computer, spreadsheets, email and written engineer's service sheets.

**Data retention period:** We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.

**Sharing your information:** We do not share your information with third parties.

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- **Lawful basis:** Legitimate interests

**The reason we use this basis:** Information is provided by you as the customer and gathered by us as service provider, in order for us to generate requested contracts and retained for the minimum required period.

**We process your information in the following ways:** Computer, spreadsheets, email and written engineer's service sheets.

**Data retention period:** We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.

**Sharing your information:** We do not share your information with third parties. / We do share your personal information with third parties and they include; .

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- **Lawful basis:** Criminal offence data

**The reason we use this basis:** Information is provided by you as the customer and gathered by us as service provider, in order for us to generate requested contracts and services.

**We process your information in the following ways:** computer, email and electronic storage.

**Data retention period:** We will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.

**Sharing your information:** We do share your personal information with third parties in this instance including the police.

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If, as determined by us, the lawful basis upon which we process your personal information changes, we will notify you about the change and any new lawful basis to be used if required. We shall stop processing your personal information if the lawful basis used is no longer relevant.

## Your individual rights

Under the GDPR your rights are as follows.

- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

You also have the right to complain to the ICO [www.ico.org.uk](http://www.ico.org.uk) if you feel there is a problem with the way we are handling your data.

We handle subject access requests in accordance with the GDPR.

## Internet cookies

We use cookies on this website to provide you with a better user experience. We do this by placing a small text file on your device / computer hard drive to track how you use the website, to record or log whether you have seen particular messages that we display, to keep you logged into the website where applicable, to display relevant adverts or content, referred you to a third party website.

Some cookies are required to enjoy and use the full functionality of this website.

We use a cookie control system which allows you to accept the use of cookies, and control which cookies are saved to your device / computer. Some cookies will be saved for specific time periods, where others may last indefinitely. Your web browser should provide you with the controls to manage and delete cookies from your device, please see your web browser options.

## Data security and protection

We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. Our methods meet the GDPR compliance requirement.

## Transparent Privacy Explanations

We have provided some further explanations about user privacy and the way we use this website to help promote a transparent and honest user privacy methodology.

## Email marketing messages & subscription

Under the GDPR we use the consent lawful basis for anyone subscribing to our newsletter or marketing mailing list. We only collect certain data about you, as detailed in the "Processing of your personal data" above.

## Resources & further information

- [Overview of the GDPR - General Data Protection Regulation](#)
- [Data Protection Act 1998](#)
- [Privacy and Electronic Communications Regulations 2003](#)
- [MCR Engineering Privacy Policy](#)