

# Total Crane Services Ltd

## Company Privacy Policy

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
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- What types of cookies do we use?
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### What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, email address, phone number, etc.)

### How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register on-line or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

Our Company may also receive your data indirectly from the following sources:

- Credit-Safe
- The Federation of Small Business
- HMRC
- Smith-Malhotra Chartered Accountants

### How will we use your data?

Our Company collects your data so that we can:

- Process your order, manage your account
- Email you with special offers on other products and services we think you might like
- Allow you to view Reports & Certification from our On-line Systems

If you agree, Our Company will share your data with our partner companies & selective suppliers, where your details cannot be avoided in the process of supplying services & equipment

- i.e, where the supplier requires part numbers, serial numbers, delivery addresses etc...,

When Our Company processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

## How do we store your data?

Our Company securely stores your data at Total Crane Services Limited, Unit 1 Stadium Business Park, Sittingbourne, Kent. ME10 3BG. England.

Data will be stored on our Server & backed-up on-line, protected by our Cyber Experts.

Our Company will keep your contact information for the duration of the contract & then no-longer than 5 years without consultation. Once this time period has expired, we will delete your data & remove all information from all of our storage platforms.

## Marketing

Our Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- i.e...,
- Schneider, Siemens,
- Street Crane Company, Konecranes, Demag Cranes, HBC, Autec, etc...,

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Total Crane Services Limited from contacting you for marketing purposes or giving your data to other members of our Business Community.

If you no longer wish to be contacted for marketing purposes, email to [info@totalcraneservices.co.uk](mailto:info@totalcraneservices.co.uk)

## What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** - You have the right to request Total Crane Services Limited for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** - You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.

**The right to erasure** – You have the right to request that Our Company erase your personal data, under certain conditions.

**The right to restrict processing** - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

**The right to object to processing** - You have the right to object to Our Company's processing of your personal data, under certain conditions.

**The right to data portability** - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [info@totalcraneservices.co.uk](mailto:info@totalcraneservices.co.uk)

Call us at: +44 (0)1795 425 101

Or write to us: Total Crane Services Limited. Unit 1 Stadium Business Park, Castle Road, Sittingbourne, Kent. ME10 3BG. England.

## What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

## What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you

visit another website, you may be shown advertising based on your browsing patterns on our website.

- Additional cookies when up-dated will be listed

## How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## Privacy policies of other websites

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 13 January 2021.

## How to contact us

If you have any questions about Total Crane Services Limited privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@totalcraneservices.co.uk  
Call us: +44 (0)1795 425 101  
Or write to us at: Total Crane Services Limited.  
Unit 1 Stadium Business Park, Castle Road, Sittingbourne, Kent. ME10 3BG. England.

## How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

<https://ico.org.uk/global/privacy-notice/controller-s-contact-details/>

Telephone: 0303 123 1113

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF