

1. Who we are

Mr Plant Hire Ltd is committed to maintaining the trust and confidence of our customers. We want to assure that we do not sell, rent or trade customer information with other companies and this policy provides the detail of when and why we collect your personal information, how we use it and the limited conditions under which we may disclose it to.

2. The Information we collect

Information is collected from you when you register with us, or when you contribute to or use some of the advanced features on the site.

We may collect the following information:

- your name;
- contact details: postal address, telephone numbers and email addresses;
- your online browsing activities: whilst on www.mrplanthire.co.uk and any links you used to find our site
- when you make a purchase: your payment card details;
- your communication and marketing preferences;
- your location; your computer IP address.

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this Policy.

We also collect personal data provided by you via email and telephone calls in connection with information you have requested. Some of our telephone calls are recorded and kept safely in a protected location. Calls are recorded for legal, transactional and training purposes.

Our website uses cookies and small text files that are placed on your machine. We may also automatically collect your IP address. This is to help us provide a better user experience when using the website.

In general, cookies are used to store information such as user preferences and provide anonymised tracking data to third

party applications like Google Analytics. As a rule, cookies enhance your browsing experience but, should you prefer to disable cookies on this site, please refer to the information stated in our Cookie Policy.

On our website we use a third party service, Google Analytics, to track details of visitor behaviour patterns. This allows us to improve our website to provide a better service to visitors. We are able to track the number of visitors to various pages of the website but are not able to identify a specific user. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Use of Cookies

The Mr Plant Hire Ltd Web site use “cookies” to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Mr Plant Hire Ltd pages, or register with Mr Plant Hire Ltd site or services, a cookie helps Mr Plant Hire Ltd to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Mr Plant Hire Ltd Web site, the information you previously provided can be retrieved, so you can easily use the Mr Plant Hire Ltd features that you customised.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Mr Plant Hire Ltd services or Web sites you visit.

3. Should you visit our depots

We use CCTV on all our sites to protect our staff and customers. This imagery is kept for a maximum of 30 days before it is deleted.

4. Who we disclose it to

We may share your data with other hire companies, external engineers or external haulage companies to fulfil your contract with ourselves. We may also share your contact details with one of our trusted engineers should a repair on a machine be required to enable them to make contact regarding further action required.

If you give your consent, we will also share your data with our marketing partner so that we can communicate with you about product information, offers and services that may be of interest.

In certain circumstances we may need to disclose your information should you breach this privacy policy or any Terms and Conditions. We may also disclose or access your account if required to do so by law or by any Governmental body.

5. How long do we keep your data?

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 7 years.

6. How we secure your data?

Security of the information we hold about you is very important to us and certain sections of the website may encrypt data using SSL or a comparable standard. However, no data transmission over the Internet can be guaranteed to be totally secure. As a result, whilst we strive to protect your personal information, we cannot ensure or warrant the

security of any information which you send to us, and you do so at your own risk.

All information we collect is stored on our secured servers within the EEA (European Economic Area). It is never transferred out of the EEA and you will be notified if this should ever change.

7. Your rights

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly. Should you require a copy of your personal information held by us or would like us to update your data, please contact info@mrplanthire.co.uk for instructions on how to request this.

8. Changes to this Privacy Notice

We review our privacy policy on a regular basis or with any changes to law that would affect our policy.

9. Questions?

If you have any questions or complaints relating to this Privacy Policy or how we use the personal information we hold, please contact info@mrplanthire.co.uk.

10. Your right to make a complaint

If you wish to raise a complaint on how we have handled your Personal Data, you can contact our Data Protection Officer whose details can be provided to you on request or you may send an email to info@mrplanthire.co.uk. Our Data Protection Officer will investigate the matter and respond to you promptly.

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