

## Privacy Policy

We gather and use certain information about our Customers, Suppliers and Web Site Users. We do so in accordance and compliance with General Data Protection Regulation 2016/679 (GDPR).

This privacy policy summarises why we process data and how we protect and make use of the information given to the company by Customers, Suppliers and Website Users.

This policy is updated from time to time and the latest version is published on this page.

The policy was updated on: 30/08/2018

### What data do we process?

So that we can provide a service to our customers there is certain information that we need to set up accounts, take payments and deliver our products. This data is provided directly by the customer and is collected by telephone, post, email, text messaging, social network and through information entered on our website. The information we process includes:

- Name
- Contact information including email address and phone number
- Payment details including billing address and credit / debit card details
- Direct debit information where a facility is to be put in place
- Delivery details including site specific details such as fuel tank location and any restrictive features
- Website usage data such as postcode, preferences and interests
- Other information relevant to customer enquiries
- Other information pertaining to special offers and surveys

### Why do we need this data?

We require data to allow us to do the following:

- To set up customer accounts and contractual agreements
- To deliver on our customer requirements
- To ensure that we are able to react to special requirements of our customers on an ongoing basis where applicable
- To contact our customers in response to a specific enquiry
- To assess credit agreements where requested by our customers, ensuring we protect ourselves against bad credit and fraudulent activities

### Use of data for marketing purposes

We will not contact our customer for marketing purposes unless our customer specifically agrees to be contacted.

### How long do we keep this data?

We will retain personnel data for as long as is necessary to provide the product and services to our customers. This information will be held for as long as is reasonably necessary to meet regulatory and legal requirements, resolve disputes and prevent fraud, after which time the data will be deleted.

## **Who do we share data with?**

Customer and supplier data is held in the strictest confidence and in line with our data protection policy. Data is held on secure servers with restricted access for which we have taken cyber security measures to ensure that the data is safe and cannot be accessed by an outside party.

We will not share or sell data to a third party. The exception to this is in the event that a customer fails to meet the credit conditions put in place by Highland Fuels where we reserve the right to refer the debt to a third party, in which case customer data will be transferred to that third party for use in connection to recovery of the debt.

## **Controlling our data**

Customers can request details of the data that we hold specific to them. This data can be deleted on request of the customer when there is basis that there is no lawful reason for Highland Fuels to retain this data.

## **Our website & third-party websites**

The Highland Fuels website uses cookies to better understand the user's experience while visiting the website. Cookies are small files saved to the user's computer hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience. Users of the website are able to block the use of cookies and can erase cookie data if they wish to do so.

Highland Fuels cannot accept responsibility for the privacy policies for websites that may be accessed through the Highland Fuels website. We recommend that the privacy policies of third-party websites are reviewed by the user.

## **Contact us**

If you have any questions about this policy, please email [sales@highlandfuels.co.uk](mailto:sales@highlandfuels.co.uk) or write to: Highland Fuels Ltd, Affric House, Beechwood Park, Inverness, IV2 3BW.