

This **Privacy Policy** describes how we:

O'Neill Terrain Services Ltd, 2e Napier Place, Cumbernauld, Glasgow, Scotland, G68 0LL. Company Number: [SC691460](#)

Obtain and use your personal data, why we can do so by the law, who has access to your personal data and what your rights are.

As the “controller” of the personal data you provide to us, we take your privacy seriously and only use your personal data as further explained in this Privacy Policy.

You have the right to object to us processing your personal data for our legitimate business interests or for direct marketing purposes (including any related profiling).

## 1. What are Cookies?

Cookies are information files stored on your computer, tablet or smartphone that help websites remember who you are and information about your visit. Cookies can help to display the information on our site in a way that matches your interests.

### What cookies do we use?

The cookies we use on our site are:

**-Essential** – Some of the cookies on our site are essential for us to be able to provide you with a service you have requested.

**-Analytics** – We use analytics cookies to help us understand how users engage with our Site

**-User Cookies** – We use cookies to improve your experience by remembering your preferences so we know how you like to use our Site.

**-Social Sharing** – We use third party cookies to allow you to share content directly on the social networking/sharing sites like Facebook and Instagram.

**-Advertising** – You will have noticed that when you visit websites you will be shown adverts for products and services you may wish to buy. To try and ensure that the adverts you see are relevant to you third party cookies may be used to collect information about the types of things that interest you.

### Can I reject or opt out of receiving cookies?

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. For more information about cookies and how to stop cookies being installed or how to delete existing cookies from your hard drive visit the following website: <http://www.allaboutcookies.org>.

## Third party cookies

Some of the cookies are stored on your machine by third parties when you use our Site. Third parties may also read cookies on your browser to collect information or to serve content or advertisements to you. We have no control over these cookies or how the third parties use them. They are used to allow that third party to provide a service to us, for example analytics. For more information on these cookies and how to disable them, please see:

- Internet Advertising Bureau website at <http://www.youronlinechoices.com/> where you will be able to opt-out of receiving Interest-Based Advertising cookies from some of the third parties listed below; and/or
- If you want to know more about how cookies work and how to manage or delete them, visit the [World Wide Web Consortium's website](#).

## 2. Personal Data

Personal data is information which identifies you personally whether directly (for example, your name) or indirectly (for example, information about your use of our products and services).

We may collect the following data about you:

**-Contact details:** your name, email address, and telephone number so that we can contact you in response to an enquiry you make via our Site or in relation to the products and services that we have from time to time agreed to provide to you;

**-Correspondence:** we collect any additional personal data you may provide to us from time to time if you contact us by email, letter or telephone, through our Site, by submitting a comment on our Site, or by any other means;

**-Survey responses:** information from surveys that we use for research purposes, if you choose to respond to them;

**-Transaction details:** we or our third-party providers will collect information relating to transactions you carry out through our Site and for the purposes of fulfilling your orders;

**-Details of visits to the Sites:** details of your visits to our Site, including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

## 3. Use of your Personal Data

We use your personal data for the following purposes:

### **-To provide you with the products and services you have requested**

We use your personal data to accept you as a new or returning customer to provide you with the products and services you have requested in accordance with the Trading Terms or Terms of Trading.

### **-To send you service communications, including in relation to changes to our Trading Terms or Terms of Trading**

We use the contact details you have provided to us so that we can communicate with you



about the products and services that we provide, including to let you know about major changes to those products and services or to the Trading Terms or Terms of Trading between us or to any related information.

#### **-Direct marketing**

If you have provided your consent or we otherwise have the right to do so, we may use your contact details to send you direct marketing and keep you informed of promotional offers by email, SMS, post or telephone relating to our products and services.

You can unsubscribe from our direct marketing at any time by clicking the “Unsubscribe” link in any of our emails or by contacting us at [info@oneillterrainservices.com](mailto:info@oneillterrainservices.com).

#### **-To track your usage of our products, services, website or communications**

We use cookies and similar technologies to track your activity on our Site so that we can provide important features and functionality on our Site, monitor its usage, and provide you with a more personalised experienced.

#### **-To maintain our records and improve accuracy**

Like any business, we process personal data while maintaining and administering our internal records. This includes processing your personal data to ensure that the information we hold about you is kept up to date and accurate.

#### **-To provide and improve customer support**

We use your personal data to be able to provide and improve the customer support we provide to you (for example, where you have questions about our products and services).

#### **-To investigate, detect and prevent fraud and comply with our legal obligations**

In certain circumstances, we use your personal data only to the extent required in order to enable us to comply with our legal obligations, including for fraud detection, investigation and prevention purposes. This may require us to provide your personal data to law enforcement agencies if they request it.

#### **-To respond to enquiries, complaints and disputes**

We use the personal data we hold about you to help us respond to any enquiries or complaints you have made, or deal with any dispute which may arise in the course of us providing our products and services to you, in the most effective manner.

### **4. Grounds for processing**

Data protection law requires us to only process your personal data if we have satisfactory legal grounds. Set out in data protection law, we rely on a number of different grounds for the processing we carry out:

**-We have your consent.** (You can remove your consent at any time. You can do this by contacting [info@oneillterrainservices.com](mailto:info@oneillterrainservices.com))

In certain circumstances, we process your personal data after obtaining your consent to do so for the purposes of:

- sending you marketing communications about our products and services;

- sharing your name, email address, postal address and telephone number with our trusted business partners so that they may market to you about their own similar products and services;
- conducting marketing research;
- obtaining your credit score so that we can establish the best possible payment terms we are able to offer to you.

### **-We have a contractual or a legal obligation**

It is necessary for us to process your basic contact details, payment details and information about the business you represent. We rely on this legal ground to:

- provide you with the products and services;
- communicate with you about the products and services that we provide to you, including to let you know about major changes to those products and services;
- provide and improve customer support; and
- notify you about changes to our service

If you choose not to give some or all of the information to us, this may affect our ability to provide you our products and services.

In certain circumstances, we also use your personal data only to the extent required in order to enable us to comply with our legal obligations, including to detect, investigate and prevent fraud.

### **-We have a legitimate business interests**

It is sometimes necessary to collect and use your personal data for the purposes of our legitimate interests as a business, which are to:

- provide you with products and services that are as useful and beneficial as possible, including by personalising our contact with you and making sure we tell you about all the offers that are relevant to you;
- better understand our customer base so that we can improve our products and services and marketing activities (which could also benefit you);
- comply with our contractual obligations to third parties;
- develop and improve our Site to enhance the customer experience;
- train our staff so that we can provide you with a better customer service;
- respond to any enquiries or complaints you have made, or deal with any dispute which may arise in the course of us providing our products and services to you; and
- to ensure that content from our Site is presented in the most effective manner for you and for your computer;
- ensure effective operational management and internal administration of our business, document retention, compliance with regulatory guidance and exercise or defence of legal claims.

Where there is a risk that one of your interests or fundamental rights and freedoms may be affected we will not process your personal data unless there is another legal ground for us to do so (either that we have obtained your consent to the processing or it is necessary for us to perform our contract with you or to comply with our legal obligations).

## 5. Sharing your Personal Data

We may provide your personal data to our suppliers and service providers, including other companies, who provide certain business services for us and act as “processors” of your personal data on our behalf. In addition, we may disclose your personal data if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to protect the rights, property, or safety, of our business, our customers or others. This includes, in specific cases, exchanging information with other organisations for the purposes of fraud protection.

## 6. Personal Data Retention Period

We retain your personal data for no longer than is necessary for the purposes(s) for which it was provided. What this means in practice will vary between different types of data. When determining the relevant retention periods, we take into account factors including:

- legal obligation(s) under applicable law to retain data for a certain period of time;
- statute of limitations under applicable law;
- potential or actual disputes; and
- guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your personal data from our systems when it is no longer needed.

## 7. Your Data Protection Rights:

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Please contact us at [info@oneillterrainservices.com](mailto:info@oneillterrainservices.com) if you wish to make a request.

## 8. How to Complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: [info@oneillterrainservices.com](mailto:info@oneillterrainservices.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

## **9. Links**

Our website may contain hyperlinks to websites owned and operated by third parties. This Privacy Policy does not apply to those other websites. We encourage you to read the privacy statements on the other websites you visit, as they will govern the use of any personal data you provide when visiting those websites. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

## **10. Changes to this Privacy Policy**

This Privacy Policy was last updated on 3/5/21.