

McCrone UK Privacy Policy

This Privacy Policy relates to any information you may send to McCrone UK Limited (McCrone); whether through use of our website, or by contacting us by telephone, email or letter.

Who we are?

McCrone UK Limited are the European agent for Cargille Laboratories supplying Cargille products to customers in the UK and the rest of Europe as well as other parts of the world. These products include refractive index liquids used in the asbestos industry, Cargille immersion oils and liquids, optical gels, Cargille Master Calibration Liquids, Laser Liquids and many more. We also supply a Phased Contrast Microscope used for fibre counting.

The Data Protection Officer is Alison Pomeroy. If you have any queries regarding this Privacy Policy then please contact Alison Pomeroy at orders@mccroneuk.co.uk or by telephone via 023 8052 2620.

Details We May Collect

When McCrone is your supplier or you engage with us via our website we may receive personal information about you. This can consist of information such as your name, job title, company name, email address, postal address, telephone or mobile number. By submitting your details, you enable McCrone to act as a supplier to support your business activities.

McCrone also uses cookies (if you have consented to their use) and collects IP addresses (an IP address is a number that can uniquely identify a specific computer or other network device on the internet) from visitors to the McCrone website.

McCrone does not collect special category data as standard.

How Your Data Will Be Used and the Legal Bases for This

McCrone will use your information for a number of purposes including:

- To act as your approved supplier of goods
- Sending further information based on the services you have received from us, or expressed an interest in receiving – this data processing is undertaken on the basis of consent
- To send updates or reminders to you, such as Christmas opening hours or changes to prices or promotions
- To analyse and improve the services offered by McCrone
- To improve the website experience for our users

Generally we will only ever use your data within McCrone and keep it confidential. We will only ever share your information with a third party where you have requested us to (positive opt-in), or we are required to do so by law. These include:

- HMRC;
- Telephone and email providers;
- IT service providers; and
- Hosting providers.

McCrone does not store credit/debit card details nor does it share with any third parties aside from the use of a credit card processing company (Payment Sense) or a Direct Debit service.

These companies do not store, share or use personal information for any purposes other than to provide this service to McCrone.

McCrone will not transfer your personal data to any country outside the European Economic Area (EEA).

McCrone will not use your data for any automated profiling or automated decision-making processes.

How Long We Retain Your Data

When you place an order for goods with us we retain that information for a period of 6 years following the end of the financial year during which you entered into a contract with us. It is our legal obligation to keep these records for tax purposes. With regard to enquiries we will keep your information for as long as is required to respond and complete your enquiry, and for a further 12 months before deleting your information unless otherwise agreed.

Cookies

A cookie is a small amount of data which usually contains a personal identifier and is sent to your browser from a website. Each website can send its own cookie if your browser settings allow it, but the website will only be permitted to view its own cookie. Many websites do this to track online traffic. Your browser settings can be changed to accept or reject any or all cookies.

The McCrone website uses a tracking cookie in order to monitor online traffic and website usage, usually to give an indication of how many times a visitor has used the site and to make improvements to the site content and services.

Your Rights:

Subject to certain limitations you have the right:

- to be informed;
- to access;
- to rectification;
- to erasure;
- to restrict processing;
- to data portability in a commonly used machine readable format;
- to object; and
- not to be subject to automated decision-making including profiling

Concerns and Complaints

If you have any concerns or questions over the collection, storage or processing of your data please contact the Data Protection Officer directly on:

orders@mccroneuk.co.uk

T 023 8052 2620

You also have the right to report a complaint with the UK's supervisory authority, the Information Commissioners Office (ICO) via <https://ico.org.uk/>