



## WEBSITE DISCLAIMER

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The term 'HanaTech' or 'us' or 'we' refers to the owner of this website. The term 'you' refers to the user or viewer of the website.

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The information contained in this website is for general information purposes only. The information is provided by HanaTech Ltd and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Every effort is made to keep the website up and running smoothly. However, HanaTech Ltd takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.



## **PRIVACY POLICY**

This policy explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information. Any questions regarding this policy and our privacy practices should be sent by email to [enquiries@hana-tech.co.uk](mailto:enquiries@hana-tech.co.uk).

### **Who are we?**

We're HanaTech Ltd, and we provide business services to manufacturing companies.

In this policy 'HanaTech', 'we', 'us' or 'our' means HanaTech Ltd. The registered address is 2 Frederick Street, Kings Cross, London, United Kingdom, WC1X 0ND.

### **How do we collect information from you?**

We obtain information about you in the following ways:

- Information you give us directly
- Information you give us indirectly
- When you visit this website

### **What type of information is collected from you?**

The personal information we collect, store and use might include:

- your name and contact details (including email address and telephone number);
- any other personal information shared with us.

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health, ethnicity and religion. We do not collect sensitive data about you.

### **How and why is your information used?**

We may use your information for a number of different purposes, which may include:

- providing you with the services or information you asked for
- processing orders that you have submitted
- carrying out our obligations under any contracts entered into between you and us
- keeping a record of your relationship with us
- conducting analysis and market research to better understand how we can improve our services or information
- dealing with entries into a competition
- seeking your views or comments on the services we provide
- notifying you of changes to our services
- sending you communications which you have requested and that may be of interest to you.  
These may include information about promotions of services

### **How long is your information kept for?**

We keep your information for no longer than is necessary for the purposes it was collected for. The length of time we retain your personal information for is determined by operational and legal considerations. We review our retention periods on a regular basis.

### **Who has access to your information?**



We do not sell or rent your information to third parties. We do not share your information with third parties for marketing purposes. However, we may disclose your information to third parties in order to achieve the other purposes set out in this policy. These third parties may include:

- Third parties working on our behalf
- Third Party Product Providers we work with

### **Lawful Processing**

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

- Specific Consent
- Performance of a contract
- Legal obligation
- Vital interests
- Legitimate interests
- Marketing Communications

We may use your contact details to provide you with information about our services, if we think it may be of interest to you.

### **Email Marketing**

We will only send you marketing communications if you have explicitly provided your prior consent. You may opt out of our marketing communications at any time by clicking the unsubscribe link at the end of our marketing emails.

### **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, then you can select your choices by ticking the relevant boxes situated on the form used to collect your information.

We're committed to putting you in control of your data so you're free to change your marketing preferences (including to tell us that you don't want to be contacted for marketing purposes) at any time using: [enquiries@hana-tech.co.uk](mailto:enquiries@hana-tech.co.uk).

We will not use your personal information for marketing purposes if you have indicated that you do not wish to be contacted and will retain your details on a suppression list to help ensure that we do not continue to contact you. However, we may still need to contact you for administrative purposes like where we are responding to your query

### **Your Rights**

Under UK data protection law, you have certain rights over the personal information that we hold about you. Here is a summary of the rights that we think apply:

- Right of access
- Right to have your inaccurate personal information corrected
- Right to restrict use
- Right of erasure
- Right for your personal information to be portable
- Right to object



If you want to exercise any of the above rights, please email us at [enquiries@hana-tech.co.uk](mailto:enquiries@hana-tech.co.uk). We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details we recommend you consult the guidance published by the UK's Information Commissioner's Office.

### **Keeping your information safe**

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it.

Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software: 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

### **Keeping your information up to date**

We take reasonable steps to ensure your information is accurate and up to date. We really appreciate it if you let us know when your contact details change.

### **Use of 'cookies'**

Like many other websites, this website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. This helps us to deliver a more personalised service when you browse our website and improves our services.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit the Squarespace cookies policy. Turning cookies off may result in a loss of functionality when using our website.

### **Links to other websites**

Our website may contain links to other websites run by other organisations. This policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other websites even if you access those using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the privacy policy of that third party site.

### **Transferring your information outside of Europe**



As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Economic Area ("EEA"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EEA. You should be aware that these countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EEA in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this policy.

If you use our services while you are outside the EEA, your information may be transferred outside the EEA in order to provide you with those services.

We undertake regular reviews of who has access to information that we hold to ensure that your info is only accessible by appropriately trained staff.

### **Changes to this policy**

Any changes we may make to this policy in the future will be posted on this website so please check this page occasionally to ensure that you're happy with any changes. If we make any significant changes we'll make this clear on this website.

### **Review of this Policy**

We keep this policy under regular review. This policy was last updated in September 2019.

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### **Contact Us**

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