

P & I privacy notice

Effective date of this Privacy Notice

February 1, 2018

Introduction

We are P & I Generators Limited (hereinafter referred to as "P & I" "us" and "we") and are a registered company at Unit 1 Hermitage Business Park, Harts Farm Way, Havant, Hampshire, PO9 1FA

This privacy notice applies to personal data that is collected or used by P & I. P & I appreciates the interest you have shown in our company, products and services by visiting our website, www.pandigroup.co.uk or related communication channels, such as, but not limited to, our social media pages, letters, telephone, email or live chat. This privacy notice applies to all the personal data that we collect when you interact with us, such as visiting our websites, using the products or services offered by us, when you purchase products or services, when you subscribe to newsletters, when you interact with us as a business customer, supplier or business partner, etc.

This includes, without limitation, all online and offline collections of all types of personal data.

Why we ask you to share your personal data

To provide you with efficient and effective services, we may need to collect personal data. P & I may also need to share your personal data with other service providers who are contracted to carry out services on our behalf. These providers are obliged to keep your personal details secure and use them only to fulfil your service request.

We ask you to share your personal data with us for purposes that include, but are not limited to:

- Buying products and services, the execution of agreements such as sales, billing, shipment of products or services, registration, warranty, service communications, account management.
- Receiving information about P & I products and services;
- Providing support (upon your request) via communication channels, such as telephone, email or letter.
- Participating in P & I online communities, including our social media channels/pages and blogs;
- Storing your preferences for future interactions and communications from P & I;
- Helping us to improve products and services, and allowing us to keep you informed of, or involve you in new products and services;
- Resolving product and services issues;
- Receiving personalised messages, special offers and advertisements that are relevant to your personal interests, based on the information you have shared with us and on the information, we have collected through cookies or similar techniques regarding your use of the P & I website/social media/blogs.
- Managing customer relationships
- Facilitating information access
- Obtaining feedback on our products and services
- Enhancing communications

We generally process your personal data only for those purposes that we have communicated with you. If we use it for other (closely related) purposes, additional data protection measures will be implemented if required by law.

Type of personal data we may collect

When you interact with us, for instance by a sales enquiry, requesting a service, purchasing a product or interacting with us via our P & I pages, e.g. "like us on Facebook", we may ask for or receive certain data, such as:

- Your name;
- Your email address;
- Your address;
- Your telephone number;
- Your social media profile;
- Information about the products and services you have purchased;
- Your usage of and activities on P & I pages;
- Your interests; and
- Other information related to your online behaviour

Also, depending on the choices you have made regarding your settings on various social media sites, and your settings on our P & I pages, certain personal data may be shared with P & I about your online activities and social media profiles, e.g. interests, marital status, gender, user name, photo, comments you have posted, etc.

In addition, we may collect personal data via cookies or similar techniques, including, but not limited to:

- Your IP address;
- Your cookie ID;
- Your web browser;
- Your location;
- The web pages you visit on our websites;
- The advertisements you've viewed or clicked through;
- etc.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose 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.

Different ways we collect your personal data

Your communications with P & I can be product or service related and may include the contents of your questions to us or requests that you addressed to us including, but not limited to:

- Communicating with one of our sales or service team by email, phone or in writing
- Requesting or ordering a product or service
- Making a purchase
- Making a support enquiry
- General information requests
- Participating in a promotion, game or competition;
- Participating in a social media activity related to a P & I promotion, e.g. clicking "like" or "share";
- Asking to receive messages on your mobile phone/device;
- Subscribing to a P & I newsletter;
- Sending us completed forms, included with your P & I product;
- Cookies placed on your computer or mobile device when you visit our websites;
- Social Listening: P & I may search the Internet for relevant and publicly available content and use it to improve its products or services, resolve consumer issues and provide targeted marketing
- Voluntarily participating in testing or surveys
- Call recording: P & I record your phone calls with us for training, quality improvement and compliance reasons

Personal data may also reach us when we purchase another company of which you are a customer. If you do not want P & I to use your personal data that has not been provided by you, you may let us know at any time by contacting us by email or telephone

You are legally responsible for the content of any material you submit to P & I.

Retention of data

P & I will only retain your personal data while it is lawful to do so, such data will be kept only as long as is necessary for that purpose. Personal data will only be held where at least one of the following apply:

1. We have your express consent to hold and process your data for specific purposes
2. When there is a necessity to perform obligations of or enter into a contract with you
3. Where it is necessary for compliance with a legal obligation to which P & I is subject
4. When it is within your vital interest
5. When there is legitimate interest

Once the base of the above-mentioned reasons to retain your data have ceased and there is no longer a lawful requirement to keep your data it will be removed from our systems. As the lifecycle of our products are generally long, we will keep data for up to 2 years following the end of a contract, service or warranty period where legitimate interest remains. Where your consent has been given we will require this to be renewed every 3 years, where consent is not given before the 3-year renewal period has expired, we will remove your personal data as there is no longer a lawful base on which to retain it.

Online payments

Any debit or credit card details that you might supply us for any payments are not retained by P & I. We comply with the requirements of the Payment Card Industry Data Security Standard.

Sharing your personal data with others

We will not sell or lease your personal information to third parties.

We may share your personal data with other service providers, business partners and other third parties, in accordance with applicable law.

For example, P & I may sell you a product or offer you a service in a joint effort with another company (business partner or sub-contractor). The agreements with these parties will limit the purposes for which your personal data can be used and disclosed and will require your personal data to be adequately safeguarded.

P & I may disclose personal data available in reports and other materials provided by you and/or your company pursuant to an engagement with another business partner and/or a supplier.

If we are required by law to obtain your consent, or otherwise believe that your consent is appropriate in the circumstances, we will obtain your consent before we share your personal data.

P & I will disclose personal data only in conformance with this privacy notice and/or when required by law.

From time to time, P & I may sell a business or a part of a business to another company. Such a transfer of ownership could include the transfer of your personal data directly related to that business to the purchasing company.

Your rights

Once you have provided us with your personal data, you have reasonable access to that information so that you can have it updated, modified or, if legally possible, deleted.

Where you have given consent for us to hold your data, you have the right to withdraw that consent at any time, where relevant. Upon this instruction, we will then remove your data in line with your request.

If you have any issues with regard to how your data is processed, you can contact us directly and we will deal with the matter. You also have the right to lodge a complaint with the ICO, the supervisory authority for GDPR.

Your choices

We want to know you better so that we can serve you better, while at the same time respecting your choices about how we use your personal data.

We will require you to give your consent to send you personalised offers or information. Where you no longer require this communication, you can let us know you wish to opt-out on those communications that you receive at any time. Following the end of the retention period, we will require you to affirm that you do still wish to receive specific marketing and sales communications relevant to you and are happy for us to retain your data.

Your decision not to register now may not affect the personal data you may have already provided to P & I, relative to the requirements of lawful retention of that data. You will always have the option to unsubscribe from any targeted communication from P & I or change your personal information as described as described under "Your Rights".

Do Not Track Signals

P & I takes privacy and security very seriously and strives to put our customers first in all aspects of our business. P & I utilises cookies to help you to get the most out of our website.

Please be aware that P & I currently does not make use of a technical solution that would enable us to respond to your browser's Do Not Track signals. In order to manage your cookie preferences, however, you may alter the cookie settings in your browser settings at any time. You may accept all, or certain, cookies. If you do disable our cookies in your browser settings, you may find that certain sections of our website will not work. For example, you may have difficulties making online purchases.

You can find further information on how to alter your cookie settings for the browser that you use from the following list:

<https://www.google.com/intl/en/policies/technologies/managing/>
http://support.mozilla.com/en-GB/kb/Cookies#w_cookie-settings
<http://windows.microsoft.com/en-GB/windows-vista/Block-or-allow-cookies>
<http://www.apple.com/safari/features.html#security>

Social media

When you participate in various social media forums like Facebook, Twitter, Pinterest, Instagram, LinkedIn, etc., you should be familiar with and understand the tools provided by those sites that allow you to make choices about how you share the personal data in your social media profile(s).

P & I is bound by the privacy practices or policies of these third parties, as well as our own social media policies and this privacy policy, so we encourage you to read the applicable privacy notices, terms of use and related information about how your personal data is used in these social media environments.

Also, depending on the choices you have made regarding your settings on various social media sites, certain personal data may be shared with P & I about your online activities and social media profiles (e.g. interests, marital status, gender, user name, photo, comments and content you have posted/shared etc.).

Google Analytics

We use a tool called Google Analytics to collect information about how people use our website. The tool tells us information such as what pages users have visited, when they visited and how often. We use this information to make improvements to our website and improve your experience with the P & I brand.

Google Analytics collects only the IP address assigned to you on the date you visit our site, rather than your name or other identifying information. Google Analytics uses "cookies", which are text files placed on your computer and allow an analysis of the use of our site by you. Google use this information to evaluate your use of the website and compile reports on website activity for website operators.

As discussed in the 'Do Not Track Signals' section, you can alter your cookies settings, however, you may find that you are unable to use certain sections of our website if you do so.

Linking to other websites

During your online journey across the P & I website, you may encounter links to other websites for your convenience and information. These websites may operate independently from P & I, and may have their own privacy notices, statements or policies. We strongly suggest that you review them to understand how your personal data may be processed in connection with those sites, as we are not responsible for the content of non-P & I owned or managed sites, or the use or privacy practices of those sites.

Cloud

P & I may store your personal data in a cloud. This means that your personal data may be processed on behalf of P & I by a cloud service provider and could be stored in different locations around the world. P & I makes use of organisational and contractual measures to protect your personal data and to impose similar but in no way less restrictive requirements on our cloud services providers, including requirements that your personal data be processed exclusively for the purposes mentioned above.

How we protect your personal data

We recognise and take seriously our responsibility to protect the personal data you entrust to P & I from loss, misuse or unauthorised access. P & I uses a variety of security technologies and organisational procedures to help protect your personal data. For example, we implement strict access controls, use firewalls and secure servers, and we encrypt certain types of data, such as financial information and other sensitive data.

Changes to this privacy notice

The services that P & I provide are always evolving and the form and nature of the services that we provide may change without prior notice to you. For this reason, we reserve the right to change or add to this privacy notice from time to time and will post any revisions on our websites so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

We encourage you to check back often to review any updates that may have been made to this privacy notice.

You can contact us at:

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Havant,
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