Euro Systems (Scotland) Limited

# Data Retention Policy

Revision: 6 June 2019

# RETENTION POLICY

*Last Updated: 6 June 2019*

Your privacy is important to us. This Retention Policy is where we explain to you how long we may retain personal information that is collected when you visit our site, www.euro-systems.co.uk as well as when you interact with us, as a customer, supplier or other interested party.

This policy should be read together with our Privacy Policy and Cookie Policy which together with this Retention Policy describe the manner in which we handle your personal information when you visit our site or interact with us.

For convenience, we have divided our data protection policies into three separate pages:

1. **Our Privacy Policy**

You can find our Privacy Policy www.euro-systems.co.uk/policies which explains generally how we collect, use, store, and protect your personal information when you visit our site or interact with us.

2. **Our Cookie Policy**
   Our Cookie Policy is available www.euro-systems.co.uk/policies and explains more about how we may collect personal information about you via cookies (it also explains what cookies are). This relates purely to our website.

3. **Our Retention Policy**
   Our retention policy, which is this document, explains how long we may hold onto personal information collected or processed by us when you visit our site or interact with us.

If you have any questions please do not hesitate to contact us at enquiries@euro-systems.co.uk or, if you prefer to call or write to us, then you can find our contact details at the bottom of this page.

## WHO WE ARE

We are Euro Systems (Scotland) Limited, registered in Scotland with registered number SC412475 having our registered office is at 65 Rodney Street, Glasgow G4 9SQ. But, for the purposes of this Retention Policy, it's just easier if we refer to ourselves as "**we**".

**PURPOSE OF THIS DOCUMENT**

The purpose of the Retention Policy is to explain what personal information we may collect about you when you visit our site or interact with us, the purpose of that collection, and how long we store that personal information for.

Our Retention Policy is broadly divided into two sections:

- Our website (including cookies); and

- Your interaction with us.

Depending on how you interact with our site and use our services we may collect different types of personal information about you. The duration that we retain that personal information will vary depending on how you interact with us. For example, we may retain information about you for a longer period of time if you have asked us to keep you updated about developments in the business.

The types of personal information that we collect, its purpose, and retention period is detailed in the tables below.

**OUR WEBSITE**

This table details the personal information and we may collect about you on our site located at www.euro-systems.co.uk

| Type of Personal Information | Purpose | Retention Period[1] |
|---|---|---|
| IP Address | To track and monitor who is accessing our website | **60 days** |
| First Name | For the purposes of identifying you in correspondence. | **60 days** unless you become a customer, at which point we will retain for the duration of our contract. |
| Last Name | For the purposes of identifying you in correspondence. | **60 days** unless you become a customer, at which point we will retain for the duration of our contract. |

| | | |
|---|---|---|
| E-Mail Address | For the purposes of identifying you in correspondence. | **60 days** unless you become a customer, at which point we will retain for the duration of our contract. |
| Telephone Number | So that we can make contact with you if you wish to be contacted by phone. | **60 days** unless you become a customer, at which point we will retain for the duration of our contract. |
| Address | For the purposes of identifying you in correspondence. | **60 days** unless you become a customer, at which point we will retain for the duration of our contract. |

**COOKIES**

You can find more information about the types of cookies that we use and their purpose by visiting our Cookie Policy www.euro-systems.co.uk/policies

| Cookie Name[2] | Purpose | Expiry |
|---|---|---|
| **Google Analytics** | **Type** <br> Analytics/performance cookie <br><br> **Purpose** <br> Used to determine new sessions/visits <br><br> **Content** <br> Randomly generated number <br><br> **Provider** <br> Google Analytics | 60 days |

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. You may also delete any cookies stored on your computer at any time.

You can find out more about changing cookie settings on your computer by visiting http://www.allaboutcookies.org/manage-cookies/.

Different cookies may be stored for different periods of time. In many cases these cookies are updated automatically each time you visit our site or may expire and be deleted by

your device automatically. Each time you visit our site you start a new "**session**". When you leave our site the session ends. The expiry period of a cookie will usually run from the date of the most recent session. This means that, each time you visit our site, the expiry period for those cookies may reset.

It is important to understand that when a cookie is placed on your device it will reside on your hard drive until it expires and is deleted or it may reside on your hard drive until you manually delete it – this entirely depends on your individual browser settings and we do not have control over this.

## MARKETING AND OTHER COMMUNICATION

We will only use the personal information collected from our site for any marketing purposes if you consent to us marketing to you.  For any existing or new customer, we will keep you updated with any relevant product or service, however you will be able to unsubscribe at any point.  . If you have requested that we get in touch with you then we will use your personal information to assist us in answering your query.

## CHANGES TO OUR RETENTION POLICY

We may need to change this Retention Policy if it's necessary for legal reasons or to reflect changes to our site and services or the purposes for which we may wish to collect and process your personal information. In any case, the provisions of this Retention Policy may be changed without prejudice to your rights. When we change our Retention Policy we will make the updated Retention Policy available on our site and we will also update the "Last Updated" date.

Once we change our Retention Policy, we will use our reasonable efforts to inform you. This may include asking you to agree to the updated Retention Policy before we process further information about you or it may require us to suspend access to parts of our site until you agree to the updated Retention Policy – we will only restrict access to parts of our site where we deem it is necessary for us to collect or process personal information about you.

You're welcome to contact us if you have questions about the changes.

**CONTACT US**

This Retention Policy was prepared with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our retention of your personal information. However, we are happy to provide additional information or explanation needed.

If you have any questions, comments or requests regarding our Retention Policy then please do not hesitate to get in touch with us. To make things easier for both of us we would appreciate it if your queries were addressed to:


**Data Privacy Manager**
**Euro Systems (Scotland) Limited**
**7000 Academy Park, Gower Street, Glasgow, G51 1PR**
or

**enquiries@euro-systems.co.uk**

or

**Telephone: +44 (0) 800 334 5238**