Privacy Policy

Version: 06

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Next Review Date: April 2027

PYC (including Pen y Coed Construction and Insulation Ltd, PYC Systems Ltd, PYC Insulation Ltd and X-Floc UK Ltd) are committed to respecting and protecting your privacy. We wish to be transparent on how we process your data and show you that we are accountable with the General Data Protection Regulation (GDPR) 2018 in relation to not only processing your data but ensuring you understand your rights as a client.

It is the intention of this privacy policy to explain the information practices of PYC in relation to the information we collect about you.

For the purposes of the GDPR, the data controller is:

- PYC
- Contact details are as follows:

Address: The House Building Factory, Buttington Cross Enterprise Park, Welshpool. SY21 8SL
Tel: 01938 500 797
Email: info@pycgroup.co.uk

When we refer to 'we' it is PYC (including Pen y Coed Construction and Insulation Ltd, PYC Systems Ltd, PYC Insulation Ltd and X-Floc UK Ltd)

Please read this Policy carefully as this sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

What is personal information?

"Personal information" is information relating to an identified or identifiable individual which we collect when you use this website. When using this website, it is important that you provide us with only your own personal information and ensure that this is both accurate and up to date.

"Processing" is the collecting, storing and using of data.

Who are we?

PYC was established in 1993, we specialise in designing and construction low energy, high performance buildings. By using Warmcel cellulose fibre insulation along with timber and woodfibre lining boards, timber I-beams, timber windows, and timber cladding, carbon is locked-in to create a sustainable building that is healthy, comfortable and enjoyable to live in.

Our GDPR Owner and data protection representative can be contacted directly here:

- Charlie Smith
- charlie@pycgroup.co.uk
- 01938 500 797

Purpose for processing your data

When you, amongst other activities, submit an online enquiry and/or request a product sample we may ask for some or all of the information listed below. Some mandatory information is required for us to respond to your request this is indicated by a star (*)

- Name*
- Company Name
- Email Address*
- Telephone Number*
- Delivery Address

When using our contact form, the information you submit is stored in our website database (encrypted) as a back-up for a period of 15 days, after which it is deleted automatically. Online enquires are sent to our office by email and fall under our Email Retention Policy.

Should your request require further follow up, your details are then added and stored in our Customer Relationship Management (CRM) in order to liaise with you and for as long as you are a customer with us. Our CRM system is cleaned on a bi-annual basis and lapsed customers information deleted.

We are committed to the security of our customers' information and personal data. We have taken precautions to protect all the customer personal data which we have collected.

- Our site is hosted on SSL (secure socket layer) which means communications between the site and server are fully encrypted (i.e. submitting contact form)
- Emails sent to us by our website are sent via TLS (Transport Layer Security)

However, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site, any transmission is at your own risk.

Why are we processing your data? Our legal basis

For online enquiries submitted via our website, we need to collect personal data such as name, telephone number & email address.

Our reason (lawful reason) for processing your data under the GDPR is:

- So that we can contact you and provide the relevant information which you requested.

In any event, PYC are committed to ensuring that the information we collect, and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

How will PYC use the personal data it collects about me?

PYC will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary.

Who do we share your data with?

In the case of enquiries, we do not share your data. If you become a customer, we may pass your personal data on to third-party service providers contracted to us in order to fulfil the contract. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide on your behalf. When they no longer need your data to fulfil this service, they will dispose of the details in line with PYC procedures.

Please Note: If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your explicit consent, unless we are legally required to do otherwise.

The third parties that we may pass your personal data to include:

- Customer Relationship Management Software
- Payment Processing Software
- Transport & Delivery Companies
- ICT Service Provider
- Website Management company
- Approved Installers

We have issued all our third party processors with a Data Processor checklist asking them GDPR specific questions.

If we transfer personal data to a third party or outside the EU we as the Data Controller will ensure the recipient (processor or another controller) has provided the appropriate safeguards and on condition that enforceable data subject rights and effective legal remedies for you the data subject are available.

Linked sites

We may provide links to third parties' websites ("linked sites") from our websites. Linked sites are not necessarily reviewed, controlled or examined by us. Each linked site may have its own terms of use and privacy notice, and users must be familiar and comply with all such terms when using linked sites. We are not responsible for the policies and practices of any linked site, or any additional links contained in them. These links do not imply our endorsement of the linked sites or any company or service and we encourage users to read these linked sites' terms and notices prior to using them.

Google Analytics and Cookies

Our website uses a third party Google Analytics to collect information about your online activity on our websites, such as the web pages you visit, the links you click, and the searches you conduct on our websites. We may use the information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website, where visitors have come to the site from and the pages they visited. For more information about the cookies Google Analytics use please visit https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage.

The information generated by those cookies and your current IP-address will be transmitted by your browser to and will be stored by Google on servers in the United States and other countries. Google will use this information on our behalf for the purpose of evaluating your use of our website as described above. The IP address collected through Google Analytics will not be associated with any other data held by Google. For more information about the information gathered using Google Analytics please visit http://www.google.com/intl/en/analytics/privacyoverview.html. You can prevent these cookies by selecting the appropriate settings on your browser. If you do this you may not be able to use the full functionality of our websites. You may download and install the Google Analytics Opt-out Browser Add-on available here: http://tools.google.com/dlpage/gaoptout.

Children

Our websites are not directed at children and we do not use our websites to knowingly solicit personal information from or market to children. If we learn that a child has provided

personal information through one of our websites, we will remove that information from our systems.

Data subject rights

PYC facilitate you, our clients, rights in line with our data protection policy and the subject access request procedure. This is available on request.

Your rights as a data subject:

At any point while we are in possession of, or processing your personal data, you, the data subject, have the following rights:

- **Right of access**: you have the right to request a copy of the information that we hold about you.
- **Right of rectification**: you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be forgotten**: in certain circumstances you can ask for the data we hold about you to be erased from our records.
- **Right to restriction of processing**: where certain conditions apply to have a right to restrict the processing.
- **Right of portability**: you have the right to have the data we hold about you transferred to another organisation.
- **Right to object**: you have the right to object to certain types of processing such as direct marketing.
- **Right to object to automated processing, including profiling**: you also have the right to be subject to the legal effects of automated processing or profiling.
- **Right to judicial review:** in the event that PYC refuses your request under rights of access, we will provide you with a reason as to why.

All of the above requests will be forwarded on should there be a third party involved as we have indicated in the processing of your personal data.

Additional information for you to ensure we are transparent and fair with our processing

Retention of your personal data

Data will not be held for longer than is necessary for the purpose(s) for which they were obtained. PYC will process personal data in accordance with our retention schedule.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by PYC or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and PYC GDPR Owner.

Additional Processing

If we intend to further process your personal data for a purpose other than for which it was collected, we will provide this information prior to processing.

Contact Us

Your privacy is important to us. If you have any queries, questions or comments regarding this policy, please do not hesitate to contact us info@pycgroup.co.uk.