

MSP Ltd takes the security and privacy of your data seriously and will comply with our legal obligations under the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR).

This Policy explains when and why we collect personal information about our external contacts and people who visit our website, how we use it and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes.

How do we collect information from you?

We obtain information about you when you contact us directly, request a quote for products, place an order with MSP, supply products or services to MSP.

What type of information is collected from you?

The personal information we collect might include your Company name, contact name, job title, Company address and delivery address, email address, telephone number, employee names, bank details, trading history, credit checking, IP address.

The data is gathered from prior trading activities, ongoing business, received verbally, in writing or electronically. The data is stored in paper form and on our computer system at our secure office. All electronic data is stored securely on our server covered by passwords and firewalls. We are Cyber Essentials accredited.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

When we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. We will only provide personal information to third parties if we are required to do so by law.

Any data passed onto these parties will be conducted within GDPR guidelines and will only be data relevant to our trading activities.

Data Security

We have implemented appropriate physical, technical and organisational security measures designed to secure your personal data against accidental loss and unauthorised access, use, alteration, or disclosure. We also limit access to personal data to those employees, agents, contractors, and other third parties that have a legitimate business need for such access.

Data Retention

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, in accordance with our Data Retention Policy and applicable laws and regulations.

How is your information used?

We may use your information to:

- Contact you regarding queries raised;
- Carry out our obligations arising from any contracts entered into by you and us;
- Notify you of changes to our services or business;
- Send you communications which you have requested and that may be of interest to you.

Your choices

How you can access and update your information

The accuracy of your information is important to us. You have the right to request a copy of the information we hold about you so that you can ensure its accuracy.

You can do this by the following methods:

By email to email@microspring.co.uk or in writing to MSP Ltd

Right to erasure

You have a right to request that all records of personal data held by a business where there is no legitimate reason for that business to maintain them, to be erased.

You can do this by the following methods:

By email to email@microspring.co.uk and request the information held about you is erased, or in writing to MSP Ltd

Links to other websites

Our website contains links to other websites run by other organisations. This privacy 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 sites even if you access them using links from our website.

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 their policy.

Transferring your information outside of Europe

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

Website recording

Like many other websites, we use 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. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

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

Use of 'cookies'

Google Maps

These are Google Maps third party cookies, which are unique identifiers to allow traffic analysis to Google Maps.

Review of this Policy

We keep this Policy under regular review.