

# HC Innovations Ltd MANAGEMENT SYSTEM



Document Title: Privacy Policy  
Responsibility: Senior Management

**SCOPE**

This policy details how HC Innovations Ltd manages personal data provided by customers and informs customers of their rights to rectification and erasure.

**RESPONSIBILITY**

**Senior Management**  
Senior Management is responsible for keeping this policy up to date.

**DOCUMENT HISTORY**

Issue	Date	Details of amendment / change	Responsibility
1	18/05/18	First issue.	QE Advisor
2	08.04.22	Reviewed for 2022	Andrew Davis



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## PRIVACY POLICY

HC Innovations Ltd provides our clients with a comprehensive 'total solution' to their cleaning and hygiene requirements. We specialise in the procurement and supply of cleaning supplies and operate a dedicated delivery network of vehicles operating nationwide. HCI has a highly skilled and experienced team with excellent knowledge which ensures customer satisfaction is foremost. This privacy policy explains how we use any personal information we collect about you throughout the course of business together or when you visit our website. We are committed to protecting the privacy of personal information obtained from you.

### **What information do we collect?**

We collect certain information (e.g. names, contact details, payment information) in order to conduct business with our customers. We need to process information about customers and suppliers to monitor our performance and achievements, to facilitate sales and deliveries and to keep customers informed of our activities.

We collect data when you request information, obtain a quote or place an order with us. We also collect information when you complete customer surveys or provide feedback. Some information is gathered by our live online chat function (Zendesk) which is used to provide customer service. Website usage information is collected using cookies.

### **How do we use this information?**

HC Innovations Ltd will only collect and process personal data where there is a lawful basis to do so. We collect information to process your order, manage your account and inform you about other products and services we think may be of interest to you. Existing customers can access an online user account where usernames and passwords protect your information. HC Innovations Ltd will endeavour to maintain the security of this data and information.

HC Innovations Ltd will not provide any personal information to third parties to use for direct advertising or promotional purposes. In processing your order or account application, we may send your details to, and also use information from credit reference agencies and trade references. Some data may also be shared with our accountants, auditors, lawyers or similar advisors. We ensure appropriate technical measures are in place to protect any personal data from loss, misuse or unauthorised access.

We will only use data for the purposes for which it was collected and, where relevant, to meet any legal obligations. We will retain personal information associated with customer accounts for as long as you remain a customer of HC Innovations Ltd or as long as is required pursuant to law (e.g. account related information related to invoices/receipts).

### **Marketing**

HC Innovations Ltd occasionally will send you information about products and services which we believe may be of interest to you. Of course, you can change your communication preferences at any time. If you'd like to opt out of any communications, please contact us.

### **Cookies**

Cookies are small text files that are stored on your computer when you visit any website. These enable you to use our website more easily and to help us track information to improve our website and related services. You can disable cookies already stored on your computer, but these may stop our website from functioning properly. You can manage your cookie preferences through your browser settings.

### **Questions and updates**

HC Innovations Ltd want to ensure that your personal information is accurate and up to date. You have the right to request a copy of the information that we hold about you and at any time, you may ask us to update or remove information.

If you have any questions about this privacy policy or any other enquiries, please contact us:

- Call us: +44(0)1738629839
- Email us: [andrew.davis@hcinnovations.co.uk](mailto:andrew.davis@hcinnovations.co.uk)
- Write to us: HC Innovations Ltd, **Inveralmond Place, Inveralmond Industrial Estate, Perth, UK, PH1 3TS**