



- ← Reception
- ← Visitor Parking
- ← Trade Counter
- Deliveries →

PRIVACY POLICY 2025

Table of Contents

1.	Contact details	4
2.	What information we collect, use, and why	5
3.	Lawful bases and data protection rights.....	6
4.	Where we get personal information from.....	8
5.	How long we keep information	9
6.	How to complain.....	10

Registered name: **Industrial Ancillaries Ltd**

We are the controller of your personal data. For more information on controllers and their responsibilities please see the ICO guidance on data protection principles, definitions, and key terms.

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- How to complain

1. CONTACT DETAILS

Post:

Industrial Ancillaries Limited, Harper Way, Markham Vale, Chesterfield, Derbyshire, S44 5JX

Telephone:

01246 242050

Email:

sales@indanc.com

2. WHAT INFORMATION WE COLLECT, USE, AND WHY

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Health and safety information
- Account information
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Marketing preferences

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety
- Correspondence

3. LAWFUL BASES AND DATA PROTECTION RIGHTS

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exceptions which means you may not receive all the information you ask for.

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

Your right to erasure - You have the right to ask us to delete your personal information.

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.

Your right to object to processing - You have the right to object to the processing of your personal data

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for collecting or using personal information to provide services and goods are:

Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

4. WHERE WE GET PERSONAL INFORMATION FROM

- Directly from you
- Debt collection agencies
- Publicly available sources
- Market research organisation
- Credit reference agencies
- Providers of marketing lists and other personal information
- Suppliers and service providers

5. HOW LONG WE KEEP INFORMATION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means and the applicable legal requirements.

By law we have to keep basic information about our customers including but not exclusively, contact, identity, financial and transaction data for 7 years for tax purposes.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

6. HOW TO COMPLAIN

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Overall and final responsibility for this policy is that of Directors.

Day to day responsibility for ensuring that this policy is put into practice is delegated to The QHSE Department.

This policy is to be reviewed every 12 months or sooner if needed.