

TWL Irrigation Ltd Privacy Policy

This privacy policy covers TWL Irrigation Ltd T/A Tonick Watering and Underhill Europe, and sets out how we use and protect any information.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement. We may change and update this policy from time to time and ask that you periodically review this policy to ensure that you are happy with any changes. This policy is effective from May 2018.

What we collect

Our contact forms ask for the following personal information in addition to published data available about the organisation that you work for:

- Full name.
- Job title.
- Email address.
- Contact phone number.

Generic information

- The name of the company you work for.
- The location of that company.
- The specific product or service you require more information about.

What we do with the information we gather

We require this information to process your enquiry, understand your needs and provide you with a better service. In some cases, it may be necessary for us to pass your enquiry to a local representative better suited to respond to you. In this case, we will ask your permission prior to passing on this information:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- We may use the information to customise the website according to your interests.
- Where you have provided us with your contact information, we will obtain your permission before adding you to any mailing lists. Should you not agree to these terms and conditions, your personal data will not be added.

If you wish to view the data we hold for you or wish to be removed completely from our system, please email lorraine@tonick.co.uk and your request will be actioned accordingly.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. The file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

We will not sell, distribute or lease your personal information outside of TWL Irrigation Ltd T/A Tonick Watering and Underhill Europe. Your contact information will not be passed on to a third party without your permission unless we are required by law to do so.