

## Privacy Policy

This privacy policy explains how we (Artel Facilities Management Limited) use any personal information we collect about you.

### Topics

- What Information do we collect about you?
- Marketing
- How to contact us
- How we use the information about you?
- Access to your information and corrections

### What Information do we collect about you?

We collect information about you when you make an enquiry/ask for a site survey or place an order for products and or services, or when you provide feedback.

The information we collect is typically, Name, address, telephone numbers, email addresses, equipment details and service records.

### How we use the information about you?

We collect information about you to process (or schedule) your order (site survey, quotation etc), on job sheets and to manage your account and if you agree to email you about updates, news, products and services we think you may be interested in.

Your information is used by Artel, and on rare occasions our sub- contractors and our suppliers- however we will obtain your permission before your information is forwarded.

In processing your order, we may use your information to obtain a credit check.

### Marketing

We would like to send you information about Artel and the products and services we offer. If you have consented to receive marketing, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email us at

[artelmanagementltd@btconnect.com](mailto:artelmanagementltd@btconnect.com)

### Access to your information and correction

You have the right to request a copy if the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us. Contact details are below.

### Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on our website, [www.artelrefrigeration.co.uk](http://www.artelrefrigeration.co.uk). This policy was last updated on 8<sup>th</sup> January 2018.

### How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you

Telephone: 01279 876901

General enquiries Email: [admin@artelltd.com](mailto:admin@artelltd.com)

Marketing preferences email: [admin@artelltd.com](mailto:admin@artelltd.com)

Or Write to us at: Artel Facilities Management Ltd, Unit 56, The Maltings Business Centre, Roydon Road, Stanstead Abbots, Ware, SG12 8HG

Document No: AFM 126

Version: 3

Dated: 19-05-2023