



Privacy Notice & Cookies Notice

This privacy notice was last updated on 15th May 2018

H C Marsh (Newbury) Ltd, "Marsh Fuels", are committed to complying with the General Data Protection Regulation and the data Protection Act 2018, once enacted. Looking after the personal information you share with us is very important and we want you to be confident that your personal data is kept safely and securely and to understand how we use it to offer you a better customer experience.

We have published this notice to help you understand

- How and why Marsh Fuels collect information from you
- Who we share this information with, why and on what basis
- What your rights are

If we make changes to this notice we will notify you by updating it on our website. Marsh Fuels will be what is known as the "Data Controller" of the personal data you provide to us, and we will sometimes refer to ourselves in this notice as "we or us". By data controller, this means Marsh Fuels determines the purposes and way in which any personal data are, or will be, processed.

Should you need to contact us please write to:

H C Marsh (Newbury) Ltd
Studland Estate
Gore End Road
Ball Hill
Newbury
Berkshire. RG20 0PW

What information we collect for your account and why?

When you buy goods from us, you are entering into a contract with us. You will need to set an account before ordering from us, so we can set this up we will ask you to provide some personal information such as:

- Full name
- Address
- Contact numbers
- Email address

As an existing customer, if you have ordered through us using a credit or debit card and you have asked us to keep these details for future deliveries, we will securely store this card payment information. Existing customers with

payment cards which have expired will be asked if they would like to update those details to keep on file.

When you visit our yard and office, we use CCTV for security monitoring purposes.

How do we use your information?

Data protection says that we are allowed to use and share your personal data only where we have proper reason to do so. The law says we must have one or more of these reasons and these are.

- Contract – your personal information is processed in order to fulfil a contractual arrangement.
- Consent – where you agree to us using your information in the this way e.g. for storing your payment card details and receiving our newsletter
- Legitimate Interests- this means the interests of Marsh Fuels in managing our business to allow us to provide you with the best products and services in the most secure and appropriate way e.g. to transfer your details to certain third parties such as a boiler service engineers arranged on your behalf.
- Legal Obligation - where there is statutory or other legal requirement to share the information e.g. when we have to share your information with HMRC.

Here is a list of the ways that we may use your personal information, and which of the reasons described above we rely on to do so. Where we list legitimate interests as a reason, we also describe below what we believe these legitimate interests are.

What we use your personal information for.	Our reasons (Legal Basis)	Our Explanation of Marsh Fuels Legitimate Interests
Set up your Marsh Fuels Account	Legitimate interest	Process efficiency in dealing with such activity.
Storing payment cards	Consent	N/A
Process your orders	Fulfilling a contract	N/A
Notify you of your order status	Legitimate interest	Process efficiency in dealing with such activity, and to make improvements to our services
Manage your account/ provide customer service to you	Legal obligation/ legitimate interest	Keeping our records up to date. Handling our customer contract effectively and efficiently. Working out which of our products and services may interest you and telling you about them.

To detect, investigate and report financial crime (e.g. fraud)	Legal obligation/ legitimate interest	Developing and improving how we deal with financial crime. Complying with any legal obligation placed on us by regulators such as HMRC, complying with any regulations that apply to us. Process efficiency in dealing with such activity, and to make service and process improvements.
Provide you with online newsletters	Consent	Improving customer interaction and relations.
Marketing communications to inform you of special offers, promotions and new stock items.	Legitimate interests	Developing products, services, applications and designs that attract and retain customers.
Notifying you about enhancements to our services, such as changes to the website and new services that may be of interest to you	Legitimate interests	Developing products, services, applications and designs that attract and retain customers. Improving customer interaction with our sites.
Contact you to undertake customer satisfaction surveys, invite you to provide product reviews for market research	Legitimate interests	Developing products , services, applications and fuels that retain customers. Improving customer interaction with our sites.
Maintaining network and data security	Legitimate interest	To maintain the security of our network this in turns helps us to maintain the safety and confidentiality of your information.
Logistics planning, demand forecasting, management information and research	Legitimate interest	We use information about products brought and volumes, to help us to respond to demand, ensure the right products goes to the right areas and to help us to plan our delivery schedules.
Online quotation and order service through our website	Legitimate interest	Customer interaction through our site for convenience of the customer

How we protect your personal information

We know that you expect us to protect and secure the personal data you share with us, and that is why we take protecting your data very seriously. Access to your data on our system is password protected and only office staff have access to the system in our office, which is further protected by a pass code security door and building alarm system.

Paperwork containing your personal is stored in the same secure office. When paperwork is destroyed in our office we cross shred the information we are not required to keep, or use a vetted secure waste management company to destroy the paperwork securely and provide certification of such. Personal data we are required to keep is archived in our offices in a locked storage area with limited staff access.

We regularly monitor our booking system for possible vulnerabilities and attacks, and we carry out security updates to ensure the latest online threats and risks are mitigated.

Who we share your information with and why

Marsh Fuels work with a number of trusted suppliers, agencies and businesses in order to provide you with the high quality goods and services you expect from us. Some examples of the categories of third parties with whom we share your data are:

Engineers

Marsh Fuels work with a number of trusted local boiler engineers who supply products and services on our behalf. All partners will only hold the minimum amount of personal information needed in order to fulfil the service on our behalf.

IT Companies

Marsh Fuels work with business who support our website and other business systems to keep our systems working efficiently, secure and up to date.

Marketing Companies

We work with a marketing company who help us manage our electronic communications with you.

Payment Processing

Marsh Fuels work with trusted third party payment processing providers in order to securely take and manage payments.

We process your personal data on the basis that we have a legitimate interest in preventing fraud and money laundering, and to verify identity, in order to protect our business and to comply with laws that apply to us. Such processing is also a requirement of the Budget Account you may hold.

We process your personal data on the basis that is necessary in the public interest or in exercising official authority for us to prevent fraud and money laundering and to verify indentify, in order to protect ourselves and to comply with laws that apply to us

Yours Rights

Under GDPR you have the following rights:

- Right of access –to request access to your personal information and information about how we process it
- Right to rectification –to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- Right to restriction of processing – to restrict processing of your personal information
- Right to data portability - to electronically move, copy or transfer your personal information in a standard form
- Right to object - to object to processing of your personal information
- Rights with regards to automated individual decision making, including profiling –rights relating to automated decision making, including profiling

In the event of a complaint where your believe your personal information has or is being used in a way that you believe does not comply with GDPR, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). However, we encourage you to contact us before making any complaint and we will seek to resolve any issues or concerns you may have.

For more information or to exercise your data protection rights, please contact us using the contact details below. You also have the right to complain to the information commissioner's office, which regulates the processing of personal data.

Keeping in touch with you

When you set your account up, we will ask you if you wish to receive our newsletter.

Marsh Fuels will not share your information with companies outside of H.C. Marsh (Newbury) Ltd for marketing purposes.

If you decide you do not want to receive this marketing information you can request that we stop by writing to the 'Data Controller' at the address provided at the end of this policy, emailing dataprotection@marshfuels.co.uk, by calling 01635 253 253 or the unsubscribe link within our newsletter.

You may continue to receive mailings for a short period while your request is dealt with.

How long we keep your information

If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws.

We may need your personal information to establish, bring or defend legal claims. For this purpose, we will always retain your personal information for 7 years after the date it is no longer needed by us for any of the purposes listed under How we use information above. The only exception to this are where:

- The law requires us to hold your personal information for a longer period, or delete it sooner;
- You exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law;
- We bring or defend a legal claim or other proceedings during the period we retain your personal information, in which case we will retain your personal information .you are entitled to request the following from Marsh Fuels these are called your Data Subject Rights and there is more information on these on the Information Commissioners website www.ico.org.uk

Cookie Policy:

Through the use of cookies, the Digital House MD Limited can provide the users of this website with more user-friendly services that would not be possible without the cookie setting.

The Internet pages of the Digital House MD Limited uses cookies. Cookies are text files that are stored in a computer system via an Internet browser.

Many Internet sites and servers use cookies. Many cookies contain a cookie ID. A cookie ID is a unique identifier of the cookie. It consists of a character string through which Internet pages and servers can be assigned to the specific Internet browser in which the cookie was stored. This allows visited Internet sites and servers to differentiate the individual browser from other Internet browsers that contain other cookies. A specific Internet browser can be recognized and identified using the unique cookie ID.

Another example is the cookie of a shopping basket in an online shop. The online store remembers the articles that a customer has placed in the virtual shopping basket via a cookie.

You, the viewer/visitor may, at any time, prevent the setting of cookies through our website by means of a corresponding setting of the Internet browser used, and may thus permanently deny the setting of cookies. Furthermore, already set cookies may be deleted at any time via an Internet browser or other software programs. This is possible in all popular Internet browsers. If the data subject deactivates the setting of cookies in the Internet browser used, not all functions of our website may be entirely usable.

Google Analytics Cookies:

Google Analytics collects first-party cookies, data related to the device/browser, IP address and on-site/app activities to measure and report statistics about user interactions on the websites and/or apps that use Google Analytics.

Google Analytics uses IP addresses to derive the geolocation of a visitor, the browser type, referral source, length of visit and page views. Google Analytics uses only a portion of an IP address collected, rather than the entire address.

Where we use Google Analytics Advertising Features, Google advertising cookies are collected and used to enable features like Remarketing on the Google Display Network.

Google Analytics is unable to identify a personal profile; by visiting our website, Google Analytics cannot tell us who you are.

Opting Out

If you would like to disable cookies on our website, please see the relevant information below:

Google Chrome:

<https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>

Internet Explorer:

<https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>

Firefox:

<https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>

Contact

Should you need to contact us please write to:

Data Protection Officer
H C Marsh (Newbury) Ltd
Studland Estate
Gore End Road
Ball Hill
Newbury
Berkshire. RG20 0PW

dataprotection@marshfules.co.uk

Please quote your account number.