

Thermix Uk / Thermix Europe - Privacy Policy

Our contact details

Thermix Uk Ltd

North Colchester Business Centre

340 The Crescent

+44 1206 618080

sales@thermix.co.uk

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The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name , phone numbers and email contact details)
- Detail for the purposes of registering warranties on our products via the online warranty registration form.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

Warranty Registration

Technical Enquiries

Contact us Form

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Thermix Uk Ltd**
- (b) We have a legitimate interest.**

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at sales@thermix.co.uk or 01206 618080 if you wish to make a request.

How we store your personal information

Your information is securely stored.

We keep your details for the warranty period. We will then dispose your information by secured erasure.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at sales@thermix.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>