



Leigh Cables, your information and the GDPR



I've seen GDPR mentioned a lot recently, but what is it?

GDPR stands for the General Data Protection Regulation, a government directive designed to give people more choice on how they are contacted and give clarity on what information a company might hold about you, including how it is collected, used and protected.

OK, so what does this mean to me?

The GDPR is primarily aimed at companies storing personal information about private individuals, whereas Leigh Cables is primarily engaged in business-to-business activities. However it is still our duty to let you know what data we might collect relating to you and what we do with it.

Great, tell me more!

OK, the first thing you need to know is that at Leigh Cables we take the issue of data protection very seriously. We value our relationships with customers, suppliers, employees and anyone else we come into contact with so we are very principled where your information is concerned. We never recklessly share or sell the personal information you entrust us with and we respectfully use your information only where it is necessary to fulfil a mutually engaged business activity or to comply with industry, legal or government requirements.

What about all that spam email?

We're proud to say that's not us! Leigh Cables does not engage in automated mass-mailing and is not currently operating a newsletter schedule. If we decide to send out newsletters or promotional information in the future it is our promise to you and the GDPR scheme that we will do so only with your specific consent and with relevant content about our products and related activities.



That seems fair, but how do you collect my information?

In most cases individuals such as yourself provide it to us freely in order for us to quote for, supply or purchase goods and services. We collect your information organically via telephone, email and paper correspondence, that is to say we keep it naturally throughout our mutual business relationships.

Leigh Cables does not buy information such as databases of unsolicited leads nor do we harvest hidden personal information from our website, sometimes known as 'website forensics'.



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What information do you have about me?

Only what is absolutely necessary for us to do business with you and provide the best customer service and products possible:

- **Names**
- **Addresses**
- **Email Addresses**
- **Telephone Numbers**
- **Accounts or Bank Information**
- **Company Trade Information**
- **Goods and services you have enquired about or purchased**
- **Non Conformance or Complaint Logs**

How do you use our information?

It goes without saying that we need certain information in order to meet our obligations to customers, or to trade with suppliers. We may also use this information to:

- **Communicate with you about an ongoing order or enquiry**
- **Assist you with technical support queries**
- **Process any Non-Conformance issues**
- **Manage Accounts & Process Payments**
- **Analyse, review and improve our business and services**
- **Maintain compliance with the ISO 9001 quality system**
- **Notify you of important changes to delivery or specification**
- **Fulfil any legal or government requirements**

At Leigh Cables, we only store and use your information for the necessities of doing business or for compliance.



How long do you keep my information?

It varies. Some information we are legally obliged to keep for set lengths of time such as accounting records for example, whilst other information may be retained for as long as a contract or an industry regulation dictates.

We have no motive interest in keeping your information, and it's always in the best interest of our customers and contacts if and when we do.



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Do you share my information?

It's important to know that we treat your information with utmost confidentiality and we do not share your information with third parties unless it is absolutely necessary for accepted business practices. This might include legal or government requirements, due diligence and credit checking, or in the worst case, debt recovery. In the event that Leigh Cables was to merge with another company or enter into a joint venture your data may be disclosed to those partners. We certainly do not sell or share your data to third parties for any profit, direct or indirect.

How do you keep my information secure?

The safety of your information is incredibly important to us. With good policies in place for information management, access permissions, data encryption, password protection and data redundancy, we take every precaution we can to protect your information against:

- **Physical & Digital Theft**
- **Unauthorised Access**
- **Data Loss or Corruption**

At Leigh Cables, we take extra steps to ensure the safety and confidentiality of your data.



What control do I have over my information?

Lots! One of the main functions of the GDPR is to give you the legal right to control your personal information and what companies do with it. At Leigh Cables we don't mistreat your information and we are proud to have good ethics when it comes to handling your personal data. That said, here are some of the controls at your disposal under the new GDPR:

- **The right to request information deletion**
- **The right to opt out of marketing communications**
- **The right to obtain information about how we process your information**
- **The right to object to or restrict how we process your information**



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Did you know
that Leigh Cables
also has British
Standards ISO
9001 Status?

What about your website, do you collect information there?

The only information collected automatically on our website is something called a “Cookie”. The purpose of a cookie is to store basic details about your device’s visit so that we can analyse website traffic statistics. Cookies also streamline your experience by remembering settings, and sometimes we use them to aid security measures. The information collected will include something called an “IP Address”, a unique number that every computer on the internet has. Aside from cookies, the only other method of collection is via our email contact forms which enable you to send us messages.

OK I've got all that, is there anything else I should know?

Yes, did you know that the GDPR and our handling of information is included in our quality management system. You can be reassured knowing that Leigh Cables has British Standards ISO9001 status.

Also, we are constantly reviewing our compliance, especially in these early stages of GDPR adoption throughout Europe. We aim to continually improve our practices as more training and information becomes available.

Remember, we are here to help! You can reach out to us at any time to use your new rights or to enquire more about our GDPR and Privacy policies.

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