

PROTECTION OF YOUR PERSONAL DATA

Dual Fix is committed to being a trusted and responsible partner for all of its valued customers. This means that we are committed to operating in an open and transparent manner and in compliance with applicable laws and regulations, including providing our customers with up-to-date information about our collection and use of personal data. We encourage you to read our Data Privacy Statement which details, among other things, what personal data we process about you and for what purposes. It also summarizes what your rights are when it comes to this data.

Data Privacy Statement

The types of personal data we collect:

- Contact information - such as name, address, phone number, email address
- Information about your services - such as product information, enrolment status in services;
- Data identifying the appliance - such as PNC number, serial number, model, etc;
- Data collected when you are visiting our website - such as data collected through cookies and other automatically collected data to provide you with our websites, or information that you provide us with when visiting our websites (such as through contact forms etc.);

How we collect personal data:

- From you or your representative when visiting our website or ordering a service.
- You may choose not to provide certain types of personal data to us. If you choose to do so, this may affect our ability to provide services. However, unless otherwise specified, your choice not to provide such information will not result in legal consequences for you.

Your consent

- Where the processing activity is based on your consent, you have the right to withdraw your consent at any time. The revocation of your consent will however not affect the lawfulness of any processing based on your consent before its withdrawal.

Information that we share

For the Processing purposes set out above, we may share or disclose your personal data:

- As required by law, to comply with legal process and/or to respond to requests from public and government authorities;

- To protect our rights.

Your rights under EU/EEA law

If you are located in the EU/EEA, or if your personal data is otherwise being processed by Dual Fix entity within the EU/EEA, you have the following rights:

- Request access to your personal data;
- Rectification of your personal data;
- Request the erasure of your personal data;
- Restrict the processing of your personal data;
- Request that your personal data be provided in a format that can be transferred to you or another organisation (portability);
- Object to the processing of your personal data; and
- Lodge a complaint with the competent supervisory authority.

If you have any questions regarding these rights, or if you would like to exercise any of these rights, you may do so in writing, by phone or via email.

Please note that exercising these rights may impact our ability to provide you with certain services.

Storage of your personal data

We will store your personal data for as long as may be required by law, or as required under any contract. If there is no legal requirement, we will retain information about you only for so long as is necessary for the purpose/s for which it was collected.

How to contact us

The controller of your personal data is Dual Fix.

If you want to exercise your data subject rights or if you have any other questions concerning this Data Privacy Statement, please submit your request at info@dualfix.co.uk.

Updates to this Data Privacy Statement

We may update this Data Privacy Statement. Any changes to this Data Privacy Statement will become effective as of the date it is published, or as otherwise required by law.