



Privacy Policy

ISBISTER BROS LTD

28 JANUARY 2020

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Isbister Brothers Ltd: Readymix, Aggregate & Tipper Work | Local & Long-Distance Haulage | Coal & Gas
iDesign (print, digital, itech) | General Store & Post Office | Gardening Services | Quoyloo Garage

Registered address: Isbister Brothers Ltd, Quoyloo, Stromness, Orkney, KW16 3LT
Company Registration: 154863 Scotland | Vat No: 297 1402 48





Our Company Privacy Policy

This privacy policy will explain how Isbister Bros Ltd (Our company, Our organisation) uses the personal data we collect from you when you use our websites, and subdomains.

Our websites include:

- www.isbisterbros.co.uk
- www.idesignorkney.co.uk
- www.quoyloogarage.co.uk

Isbister Bros Ltd is a Limited Company registered in Scotland: SC154863, with the registered office in Quoyloo, Orkney Islands, United Kingdom KW16 3LT

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What data do we collect?

Our Company collects the following data:

- Personal identification information (Job Title, name, email address, phone number, billing & delivery address etc.)

How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Third Party applications may also collect your information for billing and payment information

Who has access to your data?

- Employees of Isbister Bros Ltd will have access to your data for legitimate processing reasons, such as responding to an enquiry, billing & accounts or delivery information for a purchased product or service.
- Unlimited Web Hosting UK Limited provides hosting services for this website, and may keep any website tracking information as required by law.
- Stripe Inc will hold billing information, as well as contact information after purchasing a service online through a Stripe payment portal. More information on their privacy policy can be found here: <https://stripe.com/gb/privacy>
- Sage Group PLC may have access to billing & accounts data through third party support provided by support technicians.
- Our account will have access to billing & accounts data for legitimate and legal purposes for the processing of data in preparation for sending to HMRC.
- In the event of an unpaid debt we shall share your details with our preferred debt collection agency/solicitor, all based on our legitimate interest, to recover money owed to our firm.

How will we use your data?

Our Company collects your data so that we can:

- Process your order, manage your account.
- Send relevant information and marketing information with prior arranged consent.

When Our Company processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Our Company securely stores your data in compliance with PCI DSS.

Our Company will keep data collected for as long as is required by law, and we will only hold onto data required to fulfil the purposes written in this policy.

Marketing

Our Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Our Company from contacting you for marketing purposes or giving your data to other members of the Our Company.

If you no longer wish to be contacted for marketing purposes, please [click here](#).

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.

The right to erasure - You have the right to request that Our Company erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Our Company's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions. If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us using the methods outline in "How to Contact Us"

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Maintaining display information such as currency and language

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** - Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in.
- **Advertising** - Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.



Privacy policies of other websites

The Isbister Bros Ltd website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 01 November 2019.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@isbisterbros.co.uk

Call us: 01856 841525

Or write to us at: Isbister Bros Ltd, Quoyloo, Orkney Islands, United Kingdom, KW16 3LT

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Contact information can be found at their website: <https://ico.org.uk/>