



Privacy Policy

ISBISTER BROS LTD | 23 JUNE 2021

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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



CONTENTS

PRIVACY POLICY	PAGE
Interpretation	1
Outline of the policy	1
What data do we collect?	1
How do we collect your data?	1
Who has access to your data?	1
How will we use your data?	1
How do we store your data?	2
Marketing	2
What are your data protection rights?	2
What are cookies?	2
How do we use cookies?	2
What types of cookies do we use?	2
How to manage cookies	2
Privacy policies of other websites	2
Changes to our privacy policy	3
How to contact us	3

PRIVACY POLICY

Interpretation

In this Privacy Policy, when we refer to 'we' 'our' 'us' or the 'Company' we are referring to Isbister Brothers Ltd. When we refer to 'you' or 'your' we are referring to the user of our website and online shop.

When we refer to the 'website' or 'site' we are referring to www.isbisterbros.co.uk, www.idesignorkney.co.uk, www.quoyloogarage.co.uk and any of their associated subdomains, such as shop.isbisterbros.co.uk or shop.idesignorkney.co.uk.

Outline of the policy

In this Privacy Policy we will tell you how we collect and use your data when you use our websites and subdomains. We will use it to look after your interests in the best way we can and to ensure the we can properly act on your behalf. We will make sure we collect and store your data securely.

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

Our websites include:
www.isbisterbros.co.uk
www.idesignorkney.co.uk
www.quoyloogarage.co.uk

What data do we collect?

We collect name and contact details including your billing and delivery address, telephone numbers and email addresses. We collect identification information from you.

We may collect additional personal data as is necessary to provide our goods and services to you as per your instruction. This can include personal and business financial information, health and medical information, information on your family members and their circumstances.

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 Brothers Ltd will have access to your data for legitimate processing reasons, such as responding to an enquiry, billing and accounts or delivery information for a purchased product or service.

Unlimited Web Hosting UK Ltd provides hosting services for our websites 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 and accounts data through third party support provided by support technicians.

Our accountant will have access to billing and 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 us.

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 get in touch with the contact details provided at the end of this document.

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 organisation, 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 outlined 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 recognise 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

Our websites contains links to other websites. Our privacy policy applies only to our websites, 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 10 May 2020.

How to contact us

If you have any questions or complaints 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 Brothers Ltd, Quoyloo, Orkney, United Kingdom, KW16 3LT

If you are unsatisfied with the manner in which we have dealt with any complaint relating to your personal data, you are entitled to ask the Information Commissioner to investigate. You will find information on how to raise a concern with the information Commissioner on their website at <https://ico.org.uk> If you do not have internet access, you can call the Information Commissioner by telephoning 0303 123 1113.