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A K Muller (UK) Ltd are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we?

A K Muller (UK) Ltd is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are:-

A K Muller (UK) Ltd, Unit 4 Brookside Business Park, Brookside Avenue, Rustington, West Sussex BN16 3LP

Tel: 01903 788888 Email: valves@akmuller.co.uk

. For all data matters contact the address above

3. The purpose(s) of processing your personal data

We use your personal data for the following purposes:

To register you as a new customer

To process your orders

To obtain payment for goods supplied

To deliver your orders

To maintain a record in case of warranty claim or later question about the performance of the product

To fulfil any legal requirements

To provide information relevant to the product supplied

4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

- Personal data

This includes:

Identity Data such as: first names, surnames, usernames, title & gender

Contact Data such as: invoice address, delivery address, telephone number(s), fax, email address & website

Financial Data such as: bank account details, credit card details & VAT numbers

- We do not collect or process any Special categories of data

We have obtained your personal data from information supplied by you and publically available sources

5. What is our legal basis for processing your personal data?

a) Personal data (article 6 of GDPR)

Our lawful basis for processing your general personal data:

<input type="checkbox"/> Consent of the data subject;	
<input checked="" type="checkbox"/> Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract	CONTRACT
<input checked="" type="checkbox"/> Processing necessary for compliance with a legal obligation	LEGAL OBLIGATION
<input type="checkbox"/> Processing necessary to protect the vital interests of a data subject or another person	
<input type="checkbox"/> Processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller	

<input type="checkbox"/> Processing necessary for the purposes of the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of the data subject	
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b) Special categories of personal data (article 9 of GDPR)

We do not collect or process any special categories of data

6. Sharing your personal data

Your personal data will be treated as strictly confidential, and will be shared only with the following:-

Internally:

with other members of the A u K Mueller GmbH and Co KG family

Externally:

with providers based in the UK who offer IT & System support, professional advisors acting as processors including lawyers, bankers, auditors and insurers based in the UK and Germany who provide consultancy, banking, legal, insurance and accounting services.

HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the UK and Germany who require reporting of processing activities in certain circumstances.

Third-parties to whom we may choose to sell, transfer or merge parts of our business or merge with them. If a change happens to our business, then the new owners may use your personal data for specified purposes and in accordance with our instructions

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions

7. How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary or for a period of seven years in order to comply with UK auditing standards.

We are committed to the security and confidentiality of your personal data. We use appropriate and organisational measures in such a manner that it will meet the requirements of GDPR regulations.

8. Providing us with your personal data

We require your personal data as it is a contractual requirement necessary to enter into a contract.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;

- The right to withdraw consent to the processing, where consent was our lawful basis for processing the data
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

10. Transfer of Data Abroad

We do not transfer data outside the EEA

11. Automated Decision Making

We do not use any automated decision making in our business

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

13. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

14. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact us by telephone at 01903 788888 or by email at valves@akmuller.co.uk

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.