MEYERTECH®

Privacy Policy

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When you work with Meyertech, you trust us with your personal information – and that's a responsibility we take very seriously. Our privacy policy explains exactly what data we collect and how we use it.

What Personal Information Do We Collect and How Do We Use It?

The personal information we collect from our customers is: name, postal address, phone number and email address. We use this information to ensure that you receive the correct products and services that you have asked us to provide.

We do not store any payment information for members of staff, customers, partners or suppliers as this is sensitive information. Management are able to access banking information via the company bank account. Meyertech will retain personal information as necessary to comply with our legal obligations, resolve disputes and enforce our agreements.

We also collect information from cookies on our website. This information is stored on Google Analytics and is referred to when improving the online user experience for our customers. We keep this information for a period of 26 months, after which it is deleted. You can learn more about Google Analytics privacy policy here.

The personal information we collect is used solely for marketing and sales purposes. We use your information to:

- Identify, and let you know about, products and services that interest you.
- Send direct marketing communications via Mailchimp, updating you on: products, services and events information. You can learn more about Mailchimp's privacy policy here.
- Record details about the products and services you use or order from us.
- Update you on when we'll deliver, connect or install your products and services.

Sharing and Protecting Your Information

We do not share any personal information we collect from our customers and partners. We have strict security measures to protect your personal information. All information we store is safely held on our secure internal servers.

All Meyertech employees receive periodic training throughout the year to ensure that they are aware of the procedures and policies within the business as well as new regulations that are introduced. We also ask all of our suppliers and partners to confirm their compliance with the latest legislations.

Any personal information we collect is stored for a defined period as stated below. After this period the information we store is deleted from our databases.

- Customer Information (24 Months)
- Google Analytics (26 Months)
- Mailchimp (24 Months)

Accessing and Updating Your Information

We want to make sure that any personal information we hold about you is up to date. So if you think your personal information is inaccurate, you can ask us to correct or remove it at no charge to you. Please contact our marketing team on the contact details provided below to do this. Customers can unsubscribe at any time from receiving our marketing communications by following opt out instructions in the relevant communications.

If you do not give us the correct information or ask us to delete it, we might not be able to provide you with the product or service you ordered from us. You can ask us to stop sending you marketing information or withdraw your permission at any time.

Any information changes or removals will be processed within 30 days of the initial request date. If you request access to your personal information it will be provided to you electronically in PDF format.

Meyertech will retain personal information as necessary to comply with our legal obligations, resolve disputes and enforce our agreements.

Data Breaches

In the unlikely event of a data breach we will immediately inform the following parties: the Information Commissioner's Office (ICO), affected data controllers and affected data subjects. Upon identifying the cause of the data breach we will take the necessary precautions to ensure that the personal information we store is safely protected to prevent any further breaches.

Contacting Us

If you'd like any more details, or you have comments or questions about our privacy policy, you can contact us via email at marketing@meyertech.co.uk.