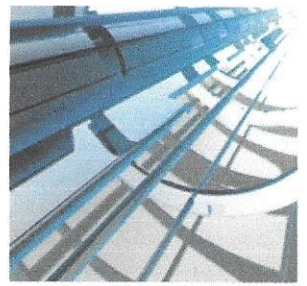




CPC BATTERY SERVICES LTD  
Chancerygate Business Centre  
Red Lion Road, Surbiton, Surrey KT6 7RA  
t 020 8397 1813  
sales@cpcbatteries.co.uk • www.cpcbatteries.co.uk



## **Data Protection Privacy Policy**

CPC Battery Services Ltd is committed to protecting the privacy of our customers personal data irrespective of the relationship that you have with us.

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.

### **How We Collect Data and Use Your Data**

We collect information about you when you email or telephone to order a product from us, and/or require us to deliver a product to you. The type of personal information we collect is the Company name, Company address, a contact, first name, surname, email address and telephone number.

You may be asked for payment details when you purchase products from us. You may choose to input payment details when making a purchase online. Your payment details go onto a secure PDQ system, the details are not available to anyone at CPC Battery Services Ltd. This information is not stored for use against future purchases, so should you purchase another product at another time and we require payment details you will be asked for your details again.

We may use your personal data to send you our special offers, these are ordinarily sent out from time to time on a seasonal basis. For an example, if you are a marina, you may receive our latest battery ranges and prices by email at the beginning of the new boating season.

We may use your data to contact you by email, telephone or SMS to re-confirm an order you have with us. We may also contact you to notify you of any changes to your order or check any special requirements you may have or discuss delivery options, timings, etc.

We may also contact you to collect a deposit for a special purchase that you have ordered in advance or to notify you of any changes to your original order.

Our system has the facility to record how many purchases you have made from CPC Battery Services Ltd year on year.

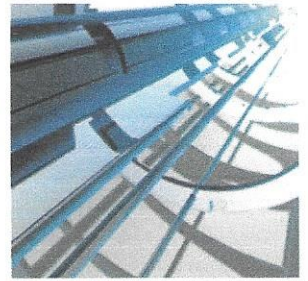
CPC Battery Services Ltd stores information about your invoice, which itemises what you ordered and how much you paid. This data is used for invoicing and accounting purposes. We may use it for data analysis purposes from time to time to identify what stock to purchase for our customers in the future.

We use CCTV to deter and detect crime and civil offences, to support court action and comply with our insurance requirements. We also use CCTV to provide a safe environment for our staff and customers. We use CCTV to facilitate entry/exit from buildings and improve customers service.



**THE COMPLETE BATTERY COMPANY**

CPC BATTERY SERVICES LTD: Registered in England No. 1642564 • Directors: H Smith, J Smith S Thompson • Registered Office Red Lion Road Surbiton KT6 7RA



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## Sharing Your Personal Data

CPC Battery Services Ltd does not share your data with any third parties.

## Storing Your Personal Data

All email and back-up services are hosted in the cloud within the UK by Cobweb and supported by NP.

We will retain the information we gather about you until you ask us to update or remove it or if we are aware of other reasons why your data should be updated or removed, or if CPC Battery Services Ltd ceases to trade.

Signed:



CEO

Dated: 31<sup>st</sup> January 2024



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