

# Privacy Policy

**Radwell International** is committed to protecting and safeguarding the privacy of our customers and web site visitors. All attempts will be made to ensure that data captured will be processed in accordance with the requirements of the Data Protection Act 2018, along with various local and additional governmental regulations

**Radwell International** is the Data controller. If you have any requests concerning your personal data or any queries with regards to how we handle your data you can contact us by [email](#) or write to us at: Radwell International Inc, 1 Millennium Drive, Willingboro, NJ 08046, USA

## **This Privacy Policy Statement explains our Data Processing Practices**

Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement.

## **About our Website**

Radwell International is a global industry leader, supplying our customers with New, Surplus and Repair Services for Industrial Automation, MRO, Pneumatic, Motion, Electronic, Hydraulic, HVAC and Electrical Control Equipment for plant floor and facilities maintenance machinery. Our website enables our customers to purchase industrial automation products or get information for the product or service shown or selected on this website.

## **How our website works and Data we Collect**

If you'd like to purchase industrial automation products please complete and submit our webform for creating a new customer account, or customers may our guest checkout feature, in order to purchase products. If you are requesting information, help or support for the industrial automation products, please complete and submit an enquiry form for any of our other industrial automation services we provide. We respect your data and rights by keeping your data secure and confidential, limiting use of your data (i.e. to providing you with the information or service you have requested), and not sharing your data with anyone else.

If you complete our webform in order to create a new customer account, it will ask you for your contact details, such as your name, email address, telephone number, postal address, postal/ZIP code.

We also store and share Internet Protocol (IP) addresses, as explained below. Every computer or device has an IP address – a unique number – which enables it to communicate with other computers and devices over the Internet.

Additionally, we might collect data about you if you:

- Contact us, or we contact you, by email, telephone or post.
- To call you to confirm your details or requirements

We may monitor and/or record calls for the purposes of quality control and staff training. We may also contact you to ask about your experience using our website and services.

## **To email you about similar products and services – *But only if you haven't opted out of such channels.***

If you use our services, then, as an existing user, we would like to email you or send direct mail about similar products and services for which we think you might like information on.

You will always be given an opportunity to opt out of marketing communications from us by clicking [here](#)



# Privacy Policy

## Customer Data

As a customer seeking to purchase products or find out about industrial automation services we provide, we collect certain data from you, depending on the type of request. We will collect this when you create a customer account, submit one of the forms on our website or contact us by telephone to request further support.

This data may include:

- Name and address;
- Telephone number;
- Email address;
- Financial status;
- Product / Service requirements;
- Your IP address (a unique number which allows your computer to communicate with others on the internet) and user agent (device information).

## What We do With the Information We Gather

We collect the information below on those that may be interested in our services.

We also use Google analytics information to understand the effectiveness of the individual pages on our website and to help us improve how we communicate our products and services.

Activity	Purpose of Processing	Lawful Basis
Completing a form on our website.	To respond to your request. Providing information about our services.	Legitimate interest.
Signing up using a form on our website for subscription to further news/ information.	To provide you with useful tips by way of periodic newsletters and/or emails. To provide information about our services.	Consent.
Radwell International Communications	Direct Marketing of our products.	Legitimate interest. Consent where gathered by completion of a form above.
The use of cookies.	To improve the performance of our website and services.	Legitimate interest.

## Recipients of Personal Data on our Behalf

Radwell International uses its own systems to process personal data securely and in compliance with the Data Protection Act 2018. These processors include administration, CRM systems and call recording software, email broadcast software, credit card processing services and possibly third-party billing services by means of secure file transfer software. All services and providers comply with the regulations concerning data protection and operate under contract.



# Privacy Policy

## Data Subjects Rights

If you have any of these requests, get in contact with us [email](#)

Under the Data Protection Act 2018, you have several rights. They are as follows:

- The right to be informed
- Right of Access
- Right to Rectification
- Right to erasure (subject to local governmental requirements)
- Right to restrict processing
- Right to Data portability
- Right to object
- Rights relating to automated decision-making including profiling.

You have the right to lodge a complaint with the Data Information Commissioners within your country of residence.

## Opting-Out

Where we process your personal data based on your consent, you have the right to withdraw that consent at any time without reason. You can opt-out by using the unsubscribe/opt-out in any marketing we send you by clicking [here](#)

## Security - How we Protect Your Data and Keep it Secure

We are committed to ensuring our customers data is secured. We have set up systems, processes and education to prevent unlawful access or disclosure of your data – for example, we protect your data using current levels of encryption for desktop and network security, in addition to other industry standard information security procedures.

## Where Your Data is Processed and Stored

We design, build and run our systems to make sure that your data is as safe as possible at all stages, both while it is being processed, in transit and when it is stored.

All personal data is stored securely. Note: Google Analytics data may be transferred outside the EEA (European Economic Area), but this cannot be used to personally identify you.

## How Long We Keep Your Data

We will only retain your personal data for as long as, it is needed for the purposes set out in this document. We will keep your email data until you unsubscribe.

## Links to Other Websites

Our website contains links to other websites. This privacy policy only applies to Radwell International and does not cover external websites we may link to.

## Following a link to another website

If you go to another website from this one, read the privacy policy on that website related to the data processing terms for your information.

## Children's Privacy and Protection

Our services are not designed for, or intentionally targeted at, children 16 years of age or younger. We do not intentionally collect or maintain data about anyone under the age of 16.



# Privacy Policy

## Sharing Your Data

We will share your data if we are required to do so by law – for example, by court order, or to prevent fraud or other crime.

## Changes to this Policy

This Global Website Privacy Policy will be continuously assessed against new technologies; business practices and our customer and users needs. As we update and diversify our products and services, this Global Privacy Policy may evolve. We may change and update this policy. If that is the case, the 'last updated' date below will also change. Any changes to this policy will apply to you and your data immediately.

Contact

If you have any questions about any aspect of our privacy policy, please contact us [email](#)

Last updated 07-01-2020

These policies are directed at our global residents and shall be governed by and construed in accordance with, the Radwell International website, country of origins Law. Any disputes arising from this website shall be dealt with by the website's country of origins courts. No representations are made as to whether the information is applicable or available in any other country that may have access to it.

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