



Temperature Control  
Specialists.

## Privacy Statement

**Aqua is strongly committed to protecting personal data.**

This privacy statement describes why and how we collect and use personal data and provides information about individuals' rights. It applies to personal data provided to us, both by individuals themselves or by others. We may use personal data provided to us for any of the purposes described in this privacy statement or as otherwise stated at the point of collection.

Personal data is any information relating to an identified or identifiable living person. We process personal data for numerous purposes, and the means of collection, lawful basis of processing, use, disclosure, and retention periods for each purpose may differ.

When collecting and using personal data, our policy is to be transparent about why and how we process personal data. To find out more about our specific processing activities, please go to the relevant sections of this statement.

### Topics

#### Suppliers And Customers

- Collection Of Personal Data By Way Of Contract

#### Use Of Personal Data

- Supplier/Subcontractor Services
- Clients
- Personnel
- Data Retention
- Security, Quality And Risk Management
- Information Access And Correction
- Marketing
- Cookies
- Other websites
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#### Changes To This Privacy Statement

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### Suppliers And Customers

#### Collection Of Personal Data By Way Of Contract

We collect and process personal data about our suppliers (including subcontractors and individuals associated with our suppliers and subcontractors) and Customers in order to manage the relationship, contract, to receive services from our suppliers and to provide services to our clients.

#### Use Of Personal Data

We use personal data for the following purposes:

#### Supplier/Subcontractor Services

We hold and process personal data in relation to our Suppliers and Subcontractors as necessary only to receive and make payment for the services and to comply with the legislative regulations relevant to our Business.

#### Clients

We hold and process personal data in relation to our Clients as necessary and only to fulfil contracted services. We do not share this information with others except where necessary to enable the fulfilment of our Contract.

#### Personnel

We collect personal data by way of contract concerning our own personnel as part of the administration, management and conduction of our business activities. Personnel should refer to the Privacy Policy addendum to the Staff Handbook for information on why and how personal data is collected and processed.

#### Data Retention

We retain the personal data processed by us for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation). Personal data may be held for longer periods where extended retention periods are required by law or regulation and in order to establish, exercise or defend our legal rights.



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### Security, Quality And Risk Management

We take the security of all the data we hold very seriously and have security measures in place to protect it. We have a framework of policies, procedures and training in place covering data protection, confidentiality and security and regularly review the appropriateness of the measures we have in place to keep the data we hold secure. We will only share personal data with others when we are legally permitted to do so. When we share data with others, we put contractual arrangements and security mechanisms in place to protect the data and to comply with our data protection, confidentiality and security standards. Our website <https://aquacooling.co.uk> has multiple layers of security, including SSL Certificates and Security Plugins to help protect the websites from hacking attempts.

### Information Access And Correction

You have the right to request a copy of the personal information that we hold about you. This will normally be free, unless we consider the request to be unfounded or excessive, in which case we may charge a fee to cover our administration costs. If you would like a copy of some or all of your personal information, please contact us. We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate. You have the right to ask us to object to our use of your personal information, or to ask us to delete, remove or stop using your personal information if there is no need for us to keep it.

### Marketing

We would like to send you information about products and services which may be of interest to you. All new customers are automatically opted in to receive marketing information. You have the right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us to either Unsubscribe or be Deleted from our database.

### Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org). You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.



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### Other Websites

Aqua's website <https://aquacooling.co.uk> includes links to other websites. This privacy notice only applies to our website, so when you visit other websites you do so at your own risk and should read their own Privacy Statements.

### GDPR Compliance

As a company, Aqua make all attempts to be compliant with the EU General Data Protection Regulation (GDPR) by following GDPR rules with regards to data capture and data protection. For more information about the rules regarding GDPR please visit the European Commission website <https://ec.europa.eu/>.

### Changes To This Privacy Statement

We recognise that transparency is an ongoing responsibility, so we will keep this statement under regular review. Aqua reserve the right to make changes to this document at any time\*.

\*This privacy statement was last updated on 05/11/2021

### How To Contact Us

Please contact us if you have any questions about our Privacy Statement or information we hold about you:

#### By Email:

[shaun.tribbeck@aquacooling.co.uk](mailto:shaun.tribbeck@aquacooling.co.uk)

#### By Standard Mail:

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Unit 6 Brickfield Lane  
Chandler's Ford Industrial Estate  
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#### By Phone:

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