

# **P.A.NESBITT**

**Grass Machinery**

Quality Turf Equipment & Parts Distributor

168 Mallusk Road,  
Newtownabbey, N.Ireland, BT36 4QN

**TEL 02890844168**

**EMAIL [info@panesbitt.com](mailto:info@panesbitt.com)**

## **GDPR Privacy Policy**

### **WHAT INFORMATION WE COLLECT WHEN YOU REGISTER AND WHY:**

When you buy goods or services from us, you are entering into a contract. We will ask you to provide some personal information to keep on file in our secure database to enable us to contact you so we can carry out your order smoothly i.e. quoting, telling you when your order is ready and/or any communications in relation to your order.

The information we keep on file is as follows:

- full name
- address
- contact number/s
- email address

### **HOW DO WE USE YOUR INFORMATION:**

Data Protection says that we are allowed to use and share your personal data only where we have a proper reason to do so. The law says we must have one or more of the following reasons:

- Contract - your personal information is processed in order to fulfil a contractual arrangement.
- Consent - where you agree to us using your information in this way e.g. for storing your personal details for completing your order or letting you know of any promotions.
- Legitimate Interests - this means the interests of P A Nesbitt Grass Machinery in managing our business to allow us to provide you with the best products and services in the most secure and appropriate way to fulfil our duty to you.
- Legal Obligation - where there is statutory or other legal requirement to share the information.

### **WHAT WE USE YOUR PERSONAL INFORMATION FOR:**

- Setting up your account
- Processing your order
- Notifying you of your order/repair status
- Managing your account/providing customer services to you. This may include using 3rd party companies for servicing/repair and/or delivery
- Notifying you about services which may be of interest to you

### **WHO WE SHARE YOUR INFORMATION WITH AND WHY:**

P A Nesbitt Grass Machinery works with a number of trusted suppliers, agencies and businesses in order to provide you the high quality goods and services you expect from us.

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P A Nesbitt Grass Machinery only shares the minimum amount of personal information with external parties required to fulfil our duty to you.

For example:

***Delivery Partners:*** In order for you to receive your goods we only pass limited information to them in order to ensure delivery of your items.

***IT Companies:*** In order to securely take and manage payments we only work with businesses who support our website and with trusted third party payment processing providers

***External Service/Repair Technicians:*** In order to carry out on-site machinery repairs/service if required/requested.

P A Nesbitt Grass Machinery will not share your information with external companies for marketing purposes.

### KEEPING IN TOUCH WITH YOU:

We may want to update you with information about new products, services and special offers. When you set your account up, we will ask you if you want to receive this type of marketing information.

If you decide you do not want to receive this information you can request that we stop by writing to the Data Protection Officer at the address provided above, emailing [info@panesbitt.com](mailto:info@panesbitt.com) or by calling 02890844168. You may continue to receive mailings for a short period while your request is dealt with.

### HOW LONG WE KEEP YOUR INFORMATION:

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

In regard to customer debit or credit card information, P A Nesbitt Grass Machinery is PCI compliant. The details used to process payments are never retained.