

## MICHA GDPR PRIVACY AND COOKIES POLICY

The Micha Design Company Limited ("we", "our", "Micha" or "Micha Solar") is committed to protecting the privacy of third parties (including its customers and all visitors to websites [www.micha.co.uk](http://www.micha.co.uk) and associated domains (the "Websites"). Please read the following Privacy and Cookies Policy which explains how we use and protect your information.

### Key points to note

- This Privacy and Cookies Policy will apply to your use of the Websites, which are operated by The Micha Design Company Limited of Unit 1, Bridgegate Business Park, Aylesbury, Buckinghamshire HP19 8XN. It will also apply when we provide services to you in person (e.g. Engineering Specifications or any of our products).
- When you use our Websites or request services from us, we may collect Personal Information from you. This Privacy and Cookies Policy explains what Personal Information we collect and how we will only process this information (i) to provide our services to you, (ii) to comply with our legal obligations, (iii) for the purposes of our legitimate business interests (namely to analyse the use of our Websites and products to continually improve our business and your customer experience) or (iv) where we have your consent.
- You can ask us to stop using some of your Personal Information at any time and have the right to ask us to delete some of the Personal Information that we hold about you. Just contact us at [gdpr@micha.co.uk](mailto:gdpr@micha.co.uk). You can also use this email address if you have any questions about this Privacy and Cookies Policy.
- In addition to this Privacy and Cookies Policy please take the time to read our Terms and Conditions.

### 1. WHAT IS THE PURPOSE OF THIS POLICY?

We always try to protect your personal privacy and this Privacy and Cookies Policy is here to help you understand what we may do with any information you share with us. This Privacy and Cookies Policy only relates to the processing of your Personal Information by The Micha Design Company or on our behalf. The Micha Design Company only accepts responsibility for our Websites and does not extend to any websites that are linked from our Websites.

We will only use information from which you can be identified, such as your name, contact details and financial information ("**Personal Information**") which is provided to us, or otherwise obtained by us, in accordance with this Privacy Statement. We will ensure that your Personal Information is handled in accordance with the "Data Protection Legislation" (as defined at the end of this policy).

You can access our Websites homepages and browse our Websites without providing your Personal Information to us (save for some limited information we may collect depending on your browser settings), but if you do choose to give us your Personal Information by contacting us through the Websites (or otherwise engaging with us), you acknowledge that we may collect, use and transfer your Personal Information as set out in this Privacy and Cookies Policy. If you do not agree with this Privacy and Cookies Policy, do not give us your details.

This Privacy and Cookies Policy is part of our Terms and Conditions. We reserve the right to change this Privacy and Cookies Policy from time to time and you should therefore check this page frequently to ensure that you are happy with any changes.

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### 2. WHO CONTROLS THE COLLECTION OF PERSONAL INFORMATION

In this Privacy and Cookies Policy, "**Micha**", "**we**", "**us**" and "**our**", refer to The Micha Design Company Limited, registered in England and Wales with registered office, The Micha Design Company Limited, Unit 1, Bridgegate Business Park, Aylesbury, Buckinghamshire, HP19 8XN Our company registration number is 2072488. Our VAT registration number is GB 385 7734 04

For the purposes of the Data Protection Legislation, we are deemed to be the "data controller" in respect of any Personal Information that you provide to us in connection with the operation of our business or we otherwise obtain about you.

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### **3. INFORMATION WE MAY COLLECT FROM YOU**

When you engage with us (e.g. purchase goods or other products from us), we may collect the below Personal Information from you. Please ensure that the Personal Information that you provide to us is accurate and complete and notify us if any changes are made to your Personal Information so that we may update our records.

This Personal Information may include:

- Your title, name and surname, Trading Name and Address.
  - Your contact phone number and e-mail address.
  - Other information relevant to customer surveys and/or offers.
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### **4 WHOSE PERSONAL INFORMATION MIGHT WE COLLECT AND WHY?**

In particular, we will collect and process the following information:

- Sales departments
  - Engineering Departments
  - Accounts Departments
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### **5 CUSTOMERS WHO PLACE AN ORDER WITH US**

When you place an order with Micha, we ask for your name, e-mail address, delivery address, billing address, contact numbers and payment details. We keep a record of this information so that we can recognise you and fulfil any orders you place with Micha. We retain details of your orders and copies of any e-mail or written correspondence you send us in order to maintain high standards of customer service. Once you have placed your order, you will then be able to check on your order status.

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### **6. HOW WE WILL USE YOUR DETAILS**

We are committed to protecting your Personal Information and we will only use or disclose your Personal Information to (i) perform the contract we have with you, (ii) comply with our legal obligations, (iii) for our legitimate business interests (such as to analyse and improve our Websites, products and services), (iv) personalise your experience when you visit our Websites, (v) where you apply for a job with us, process your application and (vi) for any other purposes for which you have given your explicit consent.

In order to process your order we will send you a confirmation email or we may need to contact you by telephone or email to verify your details before we are able to process and dispatch your order or we may be unable to accept your order.

Where you have explicitly consented or where we otherwise have a right to do so, we may from time to time contact you by post, electronic mail or mobile phone messaging about new products, special offers or other information which we think you may find interesting using the contact information which you have provided.

From time to time, we may also use your information to contact you for market research purposes by email or mail. This will only happen where you have opted-in to receive such communications. We may also use the information to customise the Websites according to your interests.

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## 7. ABOUT COOKIES AND HOW WE USE THEM

Cookies are small pieces of information in the form of text files that are sent to your browser from our web server and are stored on your computer. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than information about how you use the site and the data you choose to share with us (including data you automatically share with us by way of your browser settings).

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## 8. SECURITY

We take security seriously and we take precautions to keep your Personal Information secure. We have put in place appropriate physical, electronic and managerial procedures to safeguard the information we collect and endeavour to only work with third parties who provide equivalent protections (for example, if you provide us with your payment information, the information is secure. However, due to the open communication nature of the Internet, we cannot guarantee that communications between you and us, or information stored on our servers, will be free from unauthorised access by third parties.

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## 9. YOUR CONTROL OVER YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your Personal Information in the following ways:

- If you change your mind and decide you do not wish to receive communications from Micha, you can advise us by emailing us at [gdpr@micha.co.uk](mailto:gdpr@micha.co.uk)

You may request a copy of the Personal Information that we hold about you under the Data Protection Legislation, for which no fee will be payable. If you would like a copy of the Personal Information we hold about you, please contact us using the details below, or write to The Micha Design Company Limited, Unit 1, Bridgegate Business Park, Aylesbury, Buckinghamshire HP19 8XN. Alternatively, you can email your request to [gdpr@micha.co.uk](mailto:gdpr@micha.co.uk). In most instances we will provide the information within one month of receipt of your request, unless the request is particularly complex or we receive a large number of requests within that period, where we have the right to extend this period for two additional months. In this instance we will notify you of the delay and our justification.

You have the right to request that we amend your Personal Information (or part thereof) if you believe that any information we are holding on you is incorrect or incomplete. You also have the right to ask us to erase or stop processing any Personal Information we have about you where there is no longer a legal ground for us to hold it and, in some circumstances, you have the right to request that we transfer any information we hold about you to a specified third party. If you wish to exercise any of these rights, please write to or email us as soon as possible, at the above address or using the details below. We will promptly correct any information found to be incorrect.

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## 10. HOW LONG WE RETAIN YOUR PERSONAL INFORMATION

Unless otherwise instructed by you, we will retain your Personal Information for only as long as we require for the purposes for which it was collected. Once the relevant purpose has been satisfied, we will securely delete or anonymise your Personal Information unless we are required to retain a copy of such information under applicable law.

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## 11 WHAT IS THE DATA PROTECTION LEGISLATION?

Data Protection Legislation means any law applicable from time to time relating to the processing of Personal Information and/or privacy, as in force at the date of this Agreement or as re-enacted, applied, amended, superseded, repealed or consolidated, including without limitation, the UK Data Protection Act 1998, the General Data Protection Regulation (EU) 2016/679, and the Privacy and Electronic Communications (EC Directive) Regulations 2003, in each case including any legally binding regulations, direction and orders issued from time to time under or in connection with any such law).

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## **12 COMPLAINTS**

Should you have any queries or complaints in relation to how we use your Personal Information, please contact us at **gdpr@micha.co.uk** using the details set out at section 13 below. Should you wish to take any complaints or queries further, you have the right to contact the Information Commissioner's Office regarding such issues.

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## **13. CHANGES TO THIS PRIVACY AND COOKIES POLICY**

We may change this Privacy and Cookies Policy from time to time and any changes we make will be posted on our Websites and, where appropriate, notified to you when you next access any of the Websites or make a purchase with us. It is your responsibility to ensure that you are aware of the latest version of this Privacy and Cookies Policy and your continued use of our Websites will be deemed to be your acceptance of any revised terms.

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## **14. CONTACT US**

If you have any questions, please feel free to contact us by  
email at **gdpr@micha.co.uk**

or

telephone on **+44 (0)1296 43 61 61** Monday – Friday 8am – 4pm