Privacy Policy

How your personal information is used and how you can exercise your rights with respect to your personal data.

In the course of our contact and dealings with you we will collect and process a limited amount of personal data in order to provide you with the goods and services you request and to administer our relationship with you. This may involve storing your information, sharing it within our company or network of resellers, and the transfer of your personal information overseas. This Privacy Policy describes this in detail and explains how we will use your personal information and how you can exercise your rights in relation to it.

Definitions:

When we say “we” “us” and “our” and “Picote”, we are referring to Picote Solutions UK Ltd 30a Rose Street, Wokingham, Berkshire, RG40 1XU in the UK.

We provide trenchless tool solutions for the global market through innovation training and experience in collaboration with:

- Picote Solutions Oy Ltd Company Number FI09358308 Urakoitsijantie 8, 06450 Porvoo, Finland; and
- Picote Solutions Inc. EIN is 471248040. 20810 SE 18th Place Sammamish, WA 98075, USA

When we refer to “you” we are referring to any individual who has visited our websites (http://www.picotesolutions.com/ https://www.picotebrushcoating.com/ www.picoteplumbing.com www.picoteplumbing.com) or had any contact with our company through social media, email, telephone, face-to-face contact at events or otherwise, website enquires, or from contact through our reseller network.

When we refer to “resellers and distributors” we are referring any of our reseller network of companies who sell our products to contractors, other resellers, or other end customers. The latest list of these companies can be found on the reseller page of the website http://www.picotesolutions.com/resellers

“Personal information” is any information that identifies or can be used to identify you, directly or indirectly, including but not limited to; first and last name, email address, telephone number(s), geographic location, employer and job title.

Changes:

We may change this Privacy Policy at any time and from time to time. The most recent version of this policy is reflected by the version date located at the bottom of this Privacy Policy. All updates and
amendments are effective immediately upon notice, which we may give by any means, including, but not limited to, by posting a revised version of this Privacy Policy or other notice on the website. We encourage you to review this Privacy Policy regularly to stay informed of any changes that might affect you.

**Scope:**

This Privacy Policy is effective with respect to any data that we have collected or collect about and/or from you.

**The personal data we collect.**

We collect:

- first and last names,
- email address,
- telephone number(s),
- geographic locations,
- feedback (usually by email)
- warranty claims/complaints
- competition entries
- comments
- photographs at our events
- employer/business names and addresses; and
- job titles

**How we use your data and legal basis for doing so.**

Any information collected will be used for the purpose of fulfilling orders, answering queries, informing you of new products and promotions, maintaining and improving our service to you and any communication pertaining to our business dealing with you.

Geographical data, for example, allows us to direct you to the nearest reseller.

Feedback and comments will be used to improve our services and products.

Competition entry data will be used for the purpose of the competition unless the opt-in consent is given and then that data will be used as agreed at the time of consent.

If the law requires us to process your data we will do so. This can include legal, compliance, regulatory and investigative processes, including for government agencies and law enforcement.

**How we collect data.**

The data we collect is gathered by direct email/telephone/face to face contact; via forms on our website; forms at trade events; enquiries through social media.

We use publicly available sources such as social media and the internet to find new company contacts for targeted marketing.

For more information about our use of cookies please find the cookies policy on our website.
http://www.picotesolutions.com/

Last updated 24 May 2018
Data sharing

Data is shared within Picote Solutions UK and Picote Oy Finland and Picote Solutions Inc. (USA) and the respective resellers. It is shared only when necessary with specific resellers for the purpose of customer service, training and sales.

We may share your data with third parties but only for the reasons outlined above. Third parties might include shipping companies, insurance and logistics companies if you are taking delivery of an order, and approved resellers and/or distributors where appropriate.

Personal data may be shared with government authorities and/or law enforcement officials for the prevention and detection of crime, if required by law or if required for a legal or contractual claim.

We do not sell data to third parties.

Occasionally photographs will be used in our promotional material which include identifiable individuals and as far as possible we obtain consent (verbally but ideally in writing) for the use of the photograph/video before publishing.

We use Mailchimp for promotional mailouts and the data shared with Mailchimp is updated continuously. Access to this account is restricted and secure. You can read the Mailchimp Privacy policy here and their terms of use here.

Transfer of data outside of the EEA will occasionally be made to Picote Solutions Inc in the USA. Picote Solutions Inc. will only use this data for the purposes outlined above and in-line with EU-US Privacy Shield Guidelines. Picote Solutions Inc is registered with Privacy Shield.

Data storage and retention

Personal Data for all customers us kept in our system indefinitely is until it is updated or deleted. Data is kept and used for promotional emails and business communication only, until consent is withdrawn.

Data is stored on a small and restricted number password protected computers and laptops and the company server. We may also store data in Outlook, Just Host, Dropbox, Google Docs, Wix and Wrike. All devices are password protected. Access is limited to the personnel sending the mail outs.

Paper copies of your data are only made where absolutely necessary and these are securely shredded once their use is complete.

We use Mailchimp for promotional mailouts and the data kept with Mailchimp is updated continuously. Access to this account is restricted and secure. You can read the Mailchimp Privacy policy here and their terms of use here.

Your rights:

You have certain rights regarding your personal data:

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the “right to be forgotten”)
- The right to request access to your personal information and to obtain information about how we process it
• The right to **move, copy or transfer your personal information** ("data portability")
• Rights in relation to **automated decision making which has a legal effect or otherwise significantly affects** you

You have the right to complain to the Information Commissioner’s Office which enforces data protection laws: [https://ico.org.uk/](https://ico.org.uk/)

You can contact us using the details below or by emailing [privacy@picotesolutions.com](mailto:privacy@picotesolutions.com)

**Questions and concerns:**

If you have any questions or comments or if you wish to change, update, delete or add to any of the personal information we hold about you, or you have a concern about the way in which we handle your data, please contact us by post or email at:

Picote Solutions UK Ltd
Attn: Data Protection Officer
30a Rose Street
Wokingham
Berkshire
RG40 1XU
[privacy@picotesolutions.com](mailto:privacy@picotesolutions.com)