

Garr Tool – UK Limited Privacy Policy

OUR COMMITMENT TO PRIVACY

Your privacy is important to us. To better protect your privacy, the Garr Tool – UK Limited Privacy Policy describes data that Garr Tool – UK Limited and its parent company, subsidiaries, affiliates, dealers and agents collect, use, share, and store, including personal data (i.e. information that personally identifies you, such your name, email address or other data that can be reasonably used to infer this information).

THE INFORMATION WE COLLECT

We currently hold details including, but not limited to: names, email addresses, telephone & fax numbers, and physical addresses. During your interactions with Garr Tool – UK Limited, you may choose to provide us with personal data when you email, call, chat, answer a survey, or communicate with us through social media. We use simple analytics tools on our website, but no personal data or identifying data is gathered or stored.

HOW WE USE INFORMATION

The basis for holding this data is contractual because we need this data to facilitate trading with you. We use this data for two standard types of communication:

1. Service communication such as order acknowledgements, remittance advice, sales, product information, and customer service etc.
2. Marketing communication such as product releases, optional surveys, and company news etc. On all marketing emails there will be a clear option to unsubscribe from these communications

Other uses of your data include our CRM and audit requirements.

INFORMATION SHARING

Under no circumstances do we rent or sell your personal data to any other company for their marketing purposes.

We may share limited data only in necessary circumstances, such as, our CRM system and a secure third-party email service.

We may share, as described in this Privacy Policy, data with our parent company, affiliates, subsidiaries, and third parties. We may disclose data if required to do so by law or in response to valid requests by public authorities, for the purposes of law enforcement and national security.

STORING INFORMATION

We use commercially reasonable physical, administrative, and technological methods to transmit and store your personal data securely. Data about you and your company is stored in the United States and backed-up in off-site storage to prevent loss and unauthorized access. The accessibility to personal data is restricted to only a few necessary staff. However, Garr Tool – UK Limited cannot guarantee that unauthorized third parties will never be able to defeat our security measures or use your personal data for improper purposes. In the event that any data under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and where appropriate, notify those individuals whose data may have been compromised and take other steps, in accordance with any applicable laws and regulations.

RETENTION

Garr Tool – UK Limited generally stores your personal data until you request to delete it, or for as long as you remain a customer in order to provide you with our products and support. In addition, Garr Tool – UK Limited may store your personal data to resolve disputes, establish legal defenses, conduct audits, pursue legitimate business purposes, enforce our agreements and comply with applicable laws. After your personal data is no longer necessary to retain, all digital copies are deleted and physical copies are destroyed.

YOUR DATA PROTECTION RIGHTS UNDER GENERAL DATA PROTECTION REGULATION (GDPR)

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. Garr Tool – UK Limited aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your personal data.

Please contact us if you wish to:

- Be informed of what personal data we hold about you
- Correct or delete your data
- Withdraw consent of our use of your data
- Lodge a complaint about the misuse of your data

GARR TOOL[®]

High Performance Solid Carbide

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Please note that we may ask you to verify your identity before responding to such requests and the withdrawal of your data may limit our ability to provide you with products and services. Under some circumstances we are required by law to keep your personal data for certain periods of time.

HOW TO CONTACT US

Should you have other questions or concerns regarding this privacy policy, please email us at privacy@garrtool.com.