

ABUS Crane Systems Limited

PRIVACY STATEMENT

ABUS Crane Systems Limited ("ABUS"), the UK subsidiary of ABUS Kransysteme GmbH ("ABUS Kransysteme"), is committed to the protection of any personal data we obtain from you, your employees or your agents.

This statement describes the types of information we collect from you, how it is used by us, how you can manage the information we have about you and how you can contact us.

The information to which this statement applies is "personal data" (which is defined in current data protection legislation in the European Union as information which relates to living people). Where we refer specifically to personal data in this statement, we call it "personal information".

The contents of this statement may change from time to time. Please check it now and again so that you are sure you are happy to share your personal information with ABUS.

This statement was last updated on 25 May 2018.

How do we collect your personal information?

We collect "personal data" (information that relates to individual people) in the following ways:

- if you access our website, we identify your IP address – please see the "Cookies" section in our *Website Terms of Use* for more information
- if you represent an existing or a prospective customer, or if you are seeking general information about our products or services, when you contact us through our website or make an enquiry by telephone or email to ABUS
- if you have consented to receiving marketing communications from ABUS.

What personal information do we collect?

Depending on the method of collection, the personal information we collect might be all or some of the following:

- your name (and title) as the person communicating with us
- your IP address
- the internet browser from which you visited our website
- the pages you visit on our website and how long you viewed them for
- your email address or other contact details such as your telephone numbers

- if you engage with ABUS on behalf of a customer or a prospective customer, we will collect your personal information inclusive of the above and sometimes personal information of other people who may be involved in the customer's actual or prospective business with us. We also collect general information about our customer's business that is not personal data
- any personal information not listed above that you give to us.

ABUS does not make recordings of any telephone conversations with you.

For how long do we keep your personal information?

Because ABUS sells extremely large items of equipment often for use in capital projects which take a while to complete, there can be very long time intervals between requests for information or quotations and eventual business dealings between your organisation and ABUS. We need to connect our transactions with all quotations, so we do keep at least some of the personal information listed above indefinitely.

Nevertheless ABUS does not keep personal information in any identifiable format longer than is necessary.

You have the right at any time to withdraw your consent to the processing of your personal information. If you wish to do so, please contact us at dataprotect@abuscranes.co.uk.

How we use personal information we collect

We use personal information and other information we collect only for the purposes of providing information and quotations to our prospective customers and for doing business with our actual customers by providing the products and services that they contract with ABUS to obtain. Furthermore, our products may often be the subject of long term maintenance contracts since crane systems may remain usable for at least 20 years.

Using your personal information solely for these purposes is in our legitimate interest as a commercial business, provided that we use personal data in a proportionate way that respects your privacy rights as an individual.

Sharing your personal information

We do not share your information with any third parties except ABUS Kransysteme. This is necessary since the products we sell are sourced from ABUS Kransysteme. ABUS Kransysteme is located in Germany. ABUS has a legitimate interest in sharing any relevant personal information with ABUS Kransysteme where it is necessary in order to complete transactions with our customers.

Managing personal information

You have several rights in relation to your personal information under data protection law. If you exercise them, we may ask for information from you to confirm your identity and, where applicable, to help us to identify your personal information.

You have the right as an individual to manage the personal information we hold about you and to make amendments to it if this is necessary. You are also able to withdraw any consent you might have given us to receive marketing communications, such as newsletters or general information about our products and services. You may object to ABUS using your personal information even if we rely on our legitimate interests to make use of it.

In summary, you have the following rights:

- to request a summary of the information that we hold about you. We will respond to you within thirty days after we have received a valid request for "subject access", by which we mean a request that is backed up with any identification documents that we have requested
- to correct and update your personal information
- to withdraw your consent (where we rely on it) from receiving any further communications from us which are not necessary (we may have no legitimate interest in sending you newsletters and other marketing communications unless you consent to receive them)
- to erase your information or restrict its use

You can exercise your rights and manage your information by contacting us at:

ABUS Crane Systems Limited, Unit 1 Business Village, Blackbushe Business Park, Yateley, Hampshire GU46 6GA

Telephone number: 01252 749000

Email: dataprotect@abuscranes.co.uk

If you have any concerns or issues you wish to discuss with us, we ask you to contact us as above. If you wish to make a complaint, our data protection regulator in the United Kingdom is the Information Commissioner's Office. The contact details are as follows:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone number: 0303 123 1113

Website: <https://ico.org.uk/global/contact-us/>

You can also log any complaint or raise an issue on the website of the Information Commissioner's Office.