



## **CUCUMBER LIGHTING CONTROLS PRIVACY POLICY**

**(Please read in conjunction with our Terms and Conditions, Warranty, and EULA Policies)**

Cucumber Lighting Controls Limited – Company Number: 13980658

Offices at Blackhill Drive, Milton Keynes, Buckinghamshire, MK12 5TS.

As a business we are committed to protecting privacy in accordance with the General Data Protection Regulation – EU 2016/679 GDPR and UK GDPR. This policy outlines our processes relating to this. Any changes to the policy will be reflected on our website. If you have any questions relating to this policy; concerns over your legal rights; or wish to exercise any of your legal rights please contact us at the address above or by emailing: [privacy@cucumberlc.co.uk](mailto:privacy@cucumberlc.co.uk)

If you have subscribed to receiving information from ourselves and wish to stop you can do so by the opt-out link in any of the messages sent to you. Alternatively please ask to be removed from the distribution list by emailing us at: [marketing@cucumberlc.co.uk](mailto:marketing@cucumberlc.co.uk)

Company policy is to ensure transparency regarding what data we collect and why. We do not and will not sell data to third parties. This policy covers all data (including but not limited to Personally Identifiable Information) that may be collected from a variety of sources such as but not limited to website, App, social media, email, phone calls, mail, third parties.

Please note, where third party links are used we have no control or responsibility regarding their policy and how your data may or may not be used. Please contact them directly over concerns you may have.

This is a professional business not intended for use by children. Therefore we do not knowingly collect data on children.

### **Your Data – What We May Collect and When:**

As a business we may collect data on how you use our website. We may collect information such as, but not limited to, your IP (Internet Protocol) address, location, data usage and other such information where we have a legitimate interest. Through the use of Cookies (see below) and similar technology other information may also be collected.

If subscribing to receiving more information directly from Cucumber Lighting Controls we may collect information such as, but not limited to, name, email, address, company name. We may also then look to collect details such as if the email was opened and what links were clicked on.

As a business we will also make use of various business and social media platforms. This data may include, but not limited to, information such as name, email address and any other data provided by you to us. Our App (IOS or Android) registers an email address purely for logging into and will not be used for any other purposes.

The Licensed Application does not offer users to submit or post content. We may provide you with the opportunity to create, submit, post, display, transmit, perform, publish, distribute, or broadcast content and materials to us or in the Licensed Application, including but not limited to text, writings, video, audio, photographs, graphics, comments, suggestions, or personal information or other material (collectively, "Contributions"). Contributions may be viewable by other users of the Licensed Application and through third-party websites or applications. As such, any Contributions you transmit may be treated in accordance with the Licensed Application Privacy Policy. / The Licensed Application may invite you to chat, contribute to, or participate in blogs, message boards, online forums, and other functionality, and may provide you with the opportunity to create, submit, post, display, transmit, perform, publish, distribute, or broadcast content and materials to us or in the Licensed Application, including but not limited to text, writings, video, audio, photographs, graphics, comments, suggestions, or personal information or other material (collectively, "Contributions"). Contributions may be viewable by other users of the Licensed Application and through third-party websites or applications. As such, any Contributions you transmit may be treated as non-confidential and non-proprietary.

Through our CRM (Customer Relationship Management) system we may document such information, but not limited to; as meetings, phone calls, company details, requested information, events, mailshots.

To ensure Cucumber Lighting Controls provide our customers/potential customers/suppliers/service providers/vendors the best service possible we may record and analyse interactions. Where we have a legitimate interest personal data may be used by ourselves under GDPR. Where you have made a purchase from us as a business we rely on a performance contract regarding processing your data.

Data will be stored and protected within a cloud-based database system. This is accessed via user profiles which are password protected. If data is then extracted for business use then it's held within secure systems. Only personnel who need this data will have access to it. Unless requested otherwise by you we will hold all data types for as long as we deem relevant as a business, and/or meet our legal obligations.

### **Cookies**

As with most companies our website uses cookies in order the user has a better experience and provide certain functions. They can also be used to provide some third party services. If you don't want cookies to be stored please ensure you delete the associated cookies and set your browser accordingly. Cucumber Lighting Controls assumes that if you continue to use our website, and that you haven't turned off all cookies, that you consent to their use. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

### **Disclosure Of Your Personal Data**

Cucumber Lighting Controls use carefully selected third party service providers to assist us as a business. This includes, but not limited to – marketing agency, website host, marketing database organisation. As such we may share your data with them in order to support us as a business. This data is not for their own purposes and can only be used as per our instructions to them.

In the event that we sell or buy a business we may disclose your personal details to the prospective buyer or seller.

If we are under a legal obligation to share your personal data we will do so in order to meet the obligation.

We may share your data with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Currently data is not shared with anyone outside of the UK.

### Your Data Protection Rights

Under data protection law, you have rights including:

- the right to be informed
- the right of access
- the right to rectification
- the right to erasure
- the right to restrict processing
- the right to data portability
- the right to object
- rights in relation to automated decision-making and profiling

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at [privacy@cucumberlc.co.uk](mailto:privacy@cucumberlc.co.uk) if you wish to make a request.

**Cucumber Lighting Controls keeps its Privacy Policy under regular review and places any updates on this web page. This Privacy Policy was last updated on 1st August 2023.**