

AVA Alms Valve Agency
Windsor House
Cornwall Road
Harrogate
HG1 2PW

AVA Alms Valve Agency Ltd (with the company registration number 7110899) is committed to protecting the privacy of our customers, employees, suppliers and other stakeholders and aim to ensure that the information, including personal data, you submit to us via our website, social media, or any other means is used and managed in accordance with this privacy policy that has been updated in accordance the General Data Protection Regulations (GDPR).

The information we collect, and how we use it

We may collect your personal details, including but not limited to your name, company address, telephone and fax number (together with your e-mail address). This personal data is used so that we can:

1. To provide our services to you
2. Where you use our website, or contact us via one of our social media outlets to answer your enquiries, to manage your online account, and exchange information on our Data Exchange system
3. To third parties who perform functions on our behalf and who also provide services to us, for example professional IT advisors & consultants and financial auditors
4. To group companies for legitimate purposes (for example, passing on your contact details to another office that handles enquires for your geographic location)
5. We may be required to release your personal data to regulatory or law enforcement agencies if they require us to do so. We will also disclose your information where we are permitted and requested to do so by law and:
6. We may also seek your consent to collect, hold, use and disclose your personal data for any other purpose not listed above

Sharing your personal data with others

We may disclose your personal data to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining and maintaining insurance coverage, managing risks, obtaining professional advice and managing legal disputes. We may also share your personal data within our own organisation, as exemplified above.

Where we share your personal data with any third party, we will ensure this processing is protected by appropriate safeguards including a suitable data processing agreement with that third party.

In addition to the specific disclosures of personal data detailed above, we may also disclose your personal data where such disclosure is necessary for compliance with a legal obligation we have to comply with, or in order to protect your vital interests or the vital interests of another individual.

Retaining and deleting personal data

Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. We will retain and delete your personal data in accordance with our Data Retention Policy.

We may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

Access

You have the right at any time to ask us for a copy of the information supplied by you that we hold. We may ask you to verify your identity and for more information about your request. Where we are legally permitted to do so, we may refuse your request and will give you reasons for doing so.

If you would like to make a request for information, please contact stuart.alexander@ava-alm.co.uk You also have the right to ask us to stop using your information. Where we are unable to comply with your request we will provide reasons for failing to do so.

Your rights to access your data

You have the right to ask us to confirm whether or not we process your personal data and, to have access to the personal data, and any additional information. That additional information includes the purposes for which we process your data, the categories of personal data we hold and the recipients of that personal data. You may request a copy of your personal data at any time.

Your right to rectification

If we hold any inaccurate personal data about you, you have the right to have these inaccuracies rectified. Where necessary for the purposes of the processing, you also have the right to have any incomplete personal data about you completed.

Your right to restrict processing

In certain circumstances you have the right for the processing of your personal data to be restricted. This is the case where: you do not think that the personal data we hold about you is accurate; your data is being processed unlawfully, but you do not want your data to be erased; it is no longer necessary for us to hold your personal data for the purposes of our processing, but you still require that personal data in relation to a legal claim; and you have objected to processing, and are waiting for that objection to be verified. Where processing has been restricted for one of these reasons, we may continue to store your personal data. However, we will only process it for other reasons: with your consent; in relation to a legal claim; for the protection of the rights of another natural or legal person; or for reasons of important public interest.

Your right to object to processing

You can object to us processing your personal data on grounds relating to your particular situation, but only as far as our legal basis for the processing is that it is necessary for: the performance of a task carried out in the public interest, or in the exercise of any official authority vested in us; or the purposes of our legitimate interests or those of a third party. If you make an objection, we will stop processing your personal information unless we are able to: demonstrate compelling legitimate grounds for the processing, and that these legitimate grounds override your interests, rights and freedoms; or the processing is in relation to a legal claim.

Direct marketing

We do not use direct marketing strategies. (For example bulk email marketing).

Automated data processing

Where the processing is automated, you are entitled to receive your personal data from us in a structured, commonly used and machine-readable format. However, you may not have this right if it would adversely affect the rights and freedoms of others.

Complaining to a supervisory authority

If you think that our processing of your personal data infringes data protection laws, you can lodge a complaint with a supervisory authority responsible for data protection. You may do this in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.

Your right to withdraw consent

You are entitled to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

Exercising your rights

You may exercise any of your rights in relation to your personal data by written notice to us by writing to us at our office address below:

FAO Stuart Alexander - Subject Access Request
AVA Alms Valve Agency
Windsor House
Cornwall Road
Harrogate
HG1 2PW

Other websites

Please note that clicking on links to external links on our website or social media platforms may result in your transferral to another website – where data privacy practices may be different to that of ours. Visitors should consult the other websites' privacy policies as we are not responsible for, and have no control over, information that is submitted to or collected by these third parties.

Internet-based transfers

Given that the Internet is a global environment, using the Internet to collect and process personal data necessarily involves the transmission of data on an international basis. Therefore, by browsing our website and communicating electronically with us, you acknowledge and agree to our processing of personal data in this way.

Changes to our Privacy Policy

This privacy policy may be changed by us at any time, either because of a change to our internal policy or where we are required to do so by law. If we change our privacy policy in the future, we will advise you of changes or updates to our privacy policy by a prominent notice on our website. Continued use of this website or our services after such changes will constitute your acceptance of such changes.

If, at any time, you have questions or concerns about our online privacy commitment, please feel free to call the office to speak to one of our representatives.