



PRIVACY & COOKIES

This policy covers the data collected by the company, Techniche UK Ltd t/a Heat Stress Global, how it is used, how it is protected, and the users' ability to control the collection and use of their personal data.

What Are Cookies

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the sites functionality. For more general information on cookies see the Wikipedia article on HTTP Cookies.

How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of the this site. Therefore it is recommended that you do not disable cookies.

The Cookies We Set

- Email newsletters related cookies - this site offers newsletter or email subscription services and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.
- Forms related cookies - when you submit data through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

What is Personal Data?

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.”

The personal data we may collect from/process on you is:

- Name
- Address (if applicable to service requested)
- Telephone (if applicable to service requested)
- Email Address (in order for us to provide service requested)
- Company Name (if applicable to service requested)
- Data that you provide us with (in order for us to provide service requested)

What information will we collect and process?

The information we collect and processes is as follows:

- Name
- Address (if applicable to service requested)
- Telephone (if applicable to service requested)
- Email Address (in order for us to provide service requested)
- Company Name (if applicable to service requested)
- Data that you provide us with (in order for us to provide service requested)

How we use your information?

This privacy policy tells you how we will use your personal data for reasons including:

- Contact information (such as email address and other ways of communication) – to provide you with access to certain features of our services and to inform you about relevant information concerning use of our services including providing you with information to meet your enquiries.
- Searches and activity – to improve your user experience and provide you with more relevant content.
- Browsing information – to analyse the behaviour of our users and improve services.

Why do we need to collect and store personal data?

In order for us to provide you with a service we need to collect personal data for communication purposes. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

Will Techniche Europe share my personal data with anyone else?

We may pass your personal data on to trusted third-party service providers who we continually work with to improve our services and see how you engage with our site and company. Any third parties we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide us.

How will Techniche Europe use the personal data it collects about me?

We process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR).

We will endeavour to keep your information accurate and up to date, and not keep it longer than necessary.

We are required to retain information by law. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Under what circumstances will I be contacted?

Our primary aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Can I find out what personal data is held about me?

At your request, we can confirm what information we hold about you and how it is processed. If we do hold personal data about you, you can request the following information:

- Identity and contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Techniche Europe or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.

If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a specific standard of data protection. In other cases, we will ensure there are standard measures in place to secure your information.

- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with a supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you, (referral data).
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will I need to provide in order to access this?

We take data protection and your rights as a matter of utmost importance, because of this we need to confirm your identity before we can surrender personal information to you. We accept the following forms of ID when information on your personal data is requested.

- Passport, driving license
- Birth certificate
- Utility bill (from last 3 months)

The Managing Director is responsible for online data protection compliance within the Company. If you have any questions or comments about the content of this policy or if you need further information, you should use the contact details provided below:

Contact Name: Will Tyler

Address Details: 25 Ailsa Road, Twickenham, Middlesex, TW1 1QJ

Email: sales@heatstressglobal.com

Telephone: +44 7973 226469

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As we sell products it's important for us to understand statistics about how many of the visitors to our site actually make an enquiry and as such this is the kind of data that these cookies will track. This is important to you as it means that we can accurately make business predictions that allow us to monitor our advertising and product costs to ensure the best possible price.