



Website Privacy Policy – 11th May 2018

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Alchemy Metals Ltd. Our address is Cavendish point, Cavendish Road, Stevenage, Herts, SG1 2EUJ. You can contact us by post at the above address, by email at enquiries@alchemymetals.co.uk or by telephone on 01438 745307.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

How we use your information

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When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

We endeavour to ensure that no cookies are used that are not essential to your website visit. A request can be made to the company regarding which cookies are used on our website and which functions they perform. We as a company would be more than happy to oblige regarding your request.

Cookies

What are cookies?

Cookies are simple text files that are stored on your computer or mobile device by a website's server. Each cookie is unique to your web browser. It will contain some anonymous information such as a unique identifier, website's domain name, and some digits and numbers.

What types of cookies do we use?

Necessary cookies

Necessary cookies allow us to offer you the best possible experience when accessing and navigating through our website and using its features. For example, these cookies let us recognize that you have created an account and have logged into that account.

Cookie Name	Purpose	Further Information
viewed_cookie_policy	These are cookies set by the cookie bar related to what the user has consented to	
CookieLawInfoConsent		
cookieLawInfo-checkbox-non-necessary		
cookieLawInfo-checkbox-necessary		

Functionality cookies

Functionality cookies let us operate the site in accordance with the choices you make. For example, we will recognize your username and remember how you customized the site during future visits.

Cookie Name	Purpose	Further Information
Not applicable		

Analytical cookies

These cookies enable us and third-party services to collect aggregated data for statistical purposes on how our visitors use the website. These cookies do not contain personal information such as names and email addresses and are used to help us improve your user experience of the website.

Cookie Name	Purpose	Further Information
_gat_gtag_UA_145058254_1	The above are Google cookies used to collect information about how visitors use our website	For further information on Googles Data privacy and security head to: support.google.com/analytics/answer/6004245
_gid		
_ga		

How to delete cookies?

If you want to restrict or block the cookies that are set by our website, you can do so through your browser setting. Alternatively, you can visit www.internetcookies.org, which contains comprehensive information on how to do this on a wide variety of browsers and devices. You will find general information about cookies and details on how to delete cookies from your device.

Contacting us

If you have any questions about this policy or our use of cookies, please contact us.

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, contact telephone number and email address.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed by our operations manager, the information is only retained in the event of a legitimate trade interest or question that requires further consultation. All information is erased in the event of other enquiries that have been resolved or enquiries that have not resulted in a sale or business interest.

We do not use the information you provide to make any automated decisions that might affect you.

We keep enquiry emails for two years where a legitimate interest is shown, after which they are securely archived and kept for seven years, when we delete them. CRM records are kept for three years after the last contact with you.

Other types of transactions via our website

Any document on our website or apps are provided freely with no retention of personal details aside from previously mentioned cookies.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the [Who Are We](#) section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

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

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.