WDS Components Help Desk

Cookies Policy

Mark Moody - Sales and Marketing Director - 2024-11-21 - Policies

WDS Privacy Policy

This Privacy Policy has been developed to fully comply with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679)

WDS Components Ltd (WDS) holds personal data in several key processing systems:

Sales Order Processing / Accounting System
Purchasing Systems
CRM / Service Centre Systems
Personnel Systems
Email Marketing Systems
WDS Web Sites

Information WDS holds about you
WDS will hold:

Your Name / Company Name
Address Information
Contact Telephone Numbers
Email Addresses
Job Title
Order Details
Quote Details
Service Centre Information

WDS does not hold any information relating to your ethnicity/date of birth or other special category personal data
WDS does not hold any payment card information

Why does WDS hold your information

WDS holds your information for one or more of the following reasons

You are/have been a customer of WDS and have ordered product(s) from us
You have asked WDS to provide you with a quotation
You Design and /or specify our components in your products
You have previously requested a catalogue from us
You have given us your details at a tradeshow at which we have been exhibiting
You have contacted us via the web and asked us for information
You have registered your details on our website and downloaded technical information such as CAD Files relating to one or more of our products
You work for a company that supplies material, products or services to WDS and we have ordered from you

Webchat

Our web chat services are provided by a third-party provider to supply and support our web chat service, which we use to handle customer enquiries in real time. If you use the live web chat service we will collect the contents of your chat session. This information will be retained for 2 (two) years (unless otherwise stated) and will not be shared with any other organisations. You can request a transcript of your chat session if you provide your email address at the start of your session or when prompted at the end.

We use the following third-party providers:
Live chat software from Deskpro. Their position on GDPR is https://support.deskpro.com/en-US and we use Deskpro to process the chat transcripts.

How does WDS process your information?

WDS use your information to process your orders or produce quotations that you have requested
This processing is necessary for a contract WDS have with the individual, or because they have asked us to take specific steps before entering into a contract. In addition, WDS needs to comply with Accountancy and VAT laws which stipulate we hold information about our customers for a period of 7 years.

WDS has a legitimate interest in holding your details on our CRM system to allow us to provide a better service to yourself. Therefore, if you contact us, WDS have a history of which members of our teams you have been in contact with and the outcome of each interaction.
In addition, our data protection team have carried out a legitimate interest assessment and have performed a 3 stage balancing test as recommended by the Information Commissioner's Office. If you do not agree to us processing your information then you can opt out by contacting us click this link

WDS provides very technical information regarding our products to anyone who may request it. Therefore, WDS has a legitimate interest in keeping all interested parties updated on technical and safety information of its products together with news of new products being introduced.

WDS will share your information with our courier companies to ensure that your order is delivered to the correct address and they can contact you to update you on the status of the delivery.
WDS will share your details with credit reference agencies to help us determine your credit worthiness when you request a credit account to be opened with us.
If you pay by credit card, then your information will be shared with the card issuers to prevent payment fraud.
WDS make sure that all of our partners who we share your information with are compliant with GDPR legislation.
NB WDS does not share your information for the purpose of remarketing i.e WDS does not sell or make available your details to 3rd party marketing companies.

Cookies
WDS uses cookies on its web site to provide an enhanced experience for each of our users. Full details can be found in our Cookie Policy

How does WDS protect your information

Physical Security
All of the WDS-based systems are hosted in an Amazon AWS datacentre in Ireland
Details can be found here https://aws.amazon.com/compliance/data-center/controls/
All of WDS internal systems are hosted in a UK based datacentre which has the following physical controls

Backup Power supply
Environmental controls
System Monitoring 24/7 x 365
Accessible to authorised personnel only
3m high Security fencing

Logical Security
WDS utilises the best of breed standards, processes and equipment to ensure all data is secure within WDS computer networks
WDS maintains a central information security risk register and our information security management system is audited every 6 months.

Your rights regarding the information held and processed by WDS
You can request a copy of the information WDS hold in relation to yourself by clicking here
You can request that WDS delete all your information from our system by clicking here
You can opt out from all WDS marketing emails by clicking here

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