



Privacy Policy

Our Privacy Promise

We take protection of your data very seriously at HFT and are totally committed to your privacy and security. We take every reasonable step to ensure your data is secure.

Data Controller

HFT Forklifts Ltd

How We Collect Information

Verbal – what you tell us over the phone or face to face.

Email – details you send us by .

Forms – information you have consented to give us by filling in form approved by our Quality system.

Website - please see the section dedicated to website data.

Internet - for business information only, never personal!

Information We Store

Contact Name

Address

Telephone Number

Email Address

Purchase History

Invoice & Payment History

How We Store Your Information

Electronically – on a password protected, secure database held on a remote, secure server.

Paper based – filed & stored securely, shredded after a maximum of 6 years.

How Long We Keep Your Information For

We will keep your information for as long as you have your account, or as long as is needed to be able to provide services to you.

If reasonably necessary, or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may also keep hold of some of your information as required, even after you have closed your account or it is no longer needed to provide the services to you.



Privacy Policy

How We Use Your Information

Department	Information	Use
Sales	Contact Name Telephone Number Email Postal Address	Quotes Order Acknowledgements Finance Applications Site Surveys Contracts Invoices Delivery/Collection Notes
Hire & Transport	Contact Name Telephone Number Email Postal Address	Quotes Booking Forms Delivery & Collection Arrangements Purchase Order Requests Off Hire Information Invoices Seasonal Bookings
Driver Training	Contact Name Telephone Number Email Postal Address	Quotes Booking Forms Accrediting Body Registration Invoices Certificates & ID Cards Training Update Reminders
Service	Contact Name Telephone Number Email Postal Address	Maintenance Agreements Service Bookings Thorough Examination Bookings Breakdown Assistance Job Completion Document Purchase Order Requests Invoices
Over Counter Sales	Contact Name Telephone Number Email Postal Address	Quotes Order Confirmation Delivery/Collection Notes Invoices
Handling Store	Contact Name Telephone Number Email Postal Address	Quotes Order Confirmation Invoices Inspection Reminders
Accounts	Contact Name Telephone Number Email Postal Address	Credit Account Application Form Temporary Account Form Changes to Accounts Payment Information



Privacy Policy

	Supplier Account Details	Payment Due Reminders Statement of Account Payment Requests Supplier Payments
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Credit Card Payment Details

We are fully PCI compliant and manage payment information as follows:

Customer Present

Once the payment has reached our account, the merchant copy is shredded immediately and is disposed of securely.

Telephone

Any details of credit card payments are stored securely until the payment has reached our account, at which point the information is shredded immediately and disposed off securely.

Web

For any payments transacted on our Handling Store website, please see <https://www.handlingstore.co.uk/privacy-notice>.

Your Data and Third Parties

We don't and will never sell any information that you provide us with to third parties.

We only ever provide information to third parties in the following situations:

Vendor Finance Applications

Where you have consented to us submitting an application for unregulated vendor finance, we will pass on information related to the company but no personal details.. These third parties are trusted partners of HFT; they are fully GDPR 2018 compliant and take protection of your data just as seriously as we do. We hold copies of their privacy policies should you wish to have access to them.

We do not offer regulated finance agreements therefore we will never ask for any personal data that would relate to such an application.

Contractors

Where necessary and appropriate, we use the services of contractors and other companies to carry out services on behalf of HFT. Examples include fitting or re-cutting of tyres or specialist work that needs to be completed by a manufacturer.



Privacy Policy

The companies we appoint have been researched to ensure they operate legally and are accredited to the relevant governing bodies. They will be on our approved supplier list which means that we are satisfied that they provide the same standard of service and quality that HFT would.

Websites

www.hftforklifts.com

Cookies

Cookies are small files saved to a user's computer or device's hard drive that track, save and store information about a user's interactions and usage of the website. This allows the website to provide users with a tailored experience within the website through its server. Users are advised that if they wish to deny the use and saving of cookies from this website onto their computer or device hard drive they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors or use the cookie control system if available upon their first visit.

Our website uses cookies to make your experience the best we can while visiting our site. As required by legislation, where applicable this website uses a cookie control system, allowing you to give explicit permission or to deny the use of/saving cookies on your computer or device.

Website Visitor Tracking

Our website uses tracking software to monitor its visitors to better understand how they use it. The software will save a cookie to your computer or device's hard drive in order to track and monitor your engagement and usage of the website but will not store, save or collect personal information.

Adverts & Sponsored Links

Our website may contain sponsored links and adverts. These will typically be served through our advertising partners who may have detailed privacy policies relating directly to the adverts they serve. Clicking on any such adverts will send you to the advertiser's website through a referral program which may use cookies and will track the number of referrals sent from this website. This may include the use of cookies which may in turn be saved on your computer's hard drive. Users should therefore note they click on sponsored external links at their own risk and we cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Downloads & Media Files

Any downloadable documents, media or files made available on our website are provided to users at their own risk. While all precautions have been taken to ensure only genuine downloads are available users are advised to verify their authenticity using third party anti virus software or similar applications. We accept no responsibility for third party downloads provided by external third party websites and advise users to verify their authenticity by using third party anti virus software or similar applications.

www.hft-mitsubishi.co.uk

The privacy policy for this website can be viewed at:

<https://www.hft-mitsubishi.co.uk/en/eu/Mitsubishi-legal-notice>



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Communication With Us

If you choose to contact us through any of our websites, you do so at your own discretion and provide any such personal details requested at your own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use. Where we have clearly stated and made you aware of the fact, and where you have given your express permission we may use your details to send you information about the products and services we offer through a mailing list systems (as described in this privacy policy). This will be done in accordance with GDPR 2018 legislation.

Email Marketing List & Marketing Messages

We operate an emailing list program through which is used to inform subscribers about products, services and /or news we supply/publish. We will ask for your consent before any marketing messages are sent to you. If you do not consent, we won't send you anything. If you receive marketing communications from us, you can opt out at any time using the automated online service or if not available at that time, through other mean as detailed in the footer of sent marketing messages.

Email marketing messages may contain tracking beacons/tracked clickable links or similar server technologies in order to track subscriber activity within the messages that are sent. Where used, such marketing messages may record a range of subscriber data relating to engagement, geographic, demographic and already stored subscriber data.

Our email marketing service provider is MailChimp and you can read their privacy policy here:

<https://mailchimp.com/legal/privacy>

Social Media

HFT Forklifts Ltd and Handling Store (a division of HFT Forklifts Ltd) have official profiles on several social media platforms. Users are advised to verify authenticity of such profiles before engaging with or sharing information with such profiles. We will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be occasions where our website features social sharing buttons which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page.

You can read the privacy policies of the social media platforms that we have a presence on here:

Twitter	https://twitter.com/privacy
Instagram	https://help.instagram.com/155833707900388
Facebook	https://www.facebook.com/privacy.php
Google	https://policies.google.com/privacy



Privacy Policy

CCTV

CCTV is in operation in one location at our premises which is to provide security and for our employees, customers, suppliers and visitors. The camera is set up to view the gates only and the footage would only ever be used in the event of an accident, a health and safety risk or a security breach, The footage is kept for a maximum of 30 days and is never shared with any third parties, it is only accessible at management level and above.

Contact Information

We hope that this privacy policy gives you peace of mind that data you give us is held securely and, used appropriately within legislation. However if you have any queries, would like to request the data we hold about you, or would like us to delete any data, please contact us on 01432 277180 or solutions@hftforklifts.com.