Privacy Policy

Intelligent Vending Ltd is a company incorporated in the United Kingdom. The company complies with the legal requirements of General Data Protection Regulations (GDPR) which stipulate that the information we hold about you must be:

- used lawfully, fairly and in a transparent way;
- collected only for the purposes that we have clearly explained to you and not used in any way that is not compatible with these purposes;
- relevant to the purposes we have told you about and only limited to those purposes;
- accurate and kept up to date;
- kept only as long as necessary for the purposes we have told you about; and kept securely.

Quick hyperlinks to specific headers in our Privacy Policy can be found by clicking on the list below:

- Legal Basis
- What information do we collect about you?
- Do you keep financial information about me?
- How will we use the information about you?
- Do you use my information for marketing purposes?
- Do you share my information outside your company?
- How long do you keep my information?
- Am I able to access my information and make corrections where information is not accurate?
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Legal basis

We collect and process information because of our **legitimate interests** as a business selling unattended retail solutions, related products, services, and technology. When a commercial transaction takes place between us, we require information about you to enable us to trade and form a **contract.** Where we intend to use your information outside of our core trading activities, we will seek your **consent**.

What information do we collect about you?

We only collect information from you that is needed to fulfil our business functions and obligations to you as a customer, and to meet legal requirements e.g. for tax purposes.

When you register an account with Intelligent Vending Ltd or purchase from us, we will collect:

- your name;
- your IP address;
- company details;
- invoice address;
- delivery address;
- relevant contact details; and

- a record of any advice/recommendations provided, including price quotes.

If you require a solution that involves any bespoke development work by Intelligent Vending Ltd, we will also ask you for a detailed breakdown of the specifications required in order to determine whether we are able to meet your requirements. We will keep a record of these to support future work we may undertake on your behalf.

If you subsequently return an item to us or make a complaint about the product or service you have received, we may also ask for:

- proof of purchase; and
- reasons for return and/or grounds for complaint.

Our website does not use cookies although we track your use while you are browsing our products etc. Once you have left the website the browsing information is no longer retained.

Do you keep financial information about me?

We keep invoice information in order to manage our accounts.

Depending on your chosen payment method, we may use WorldPay, a major international merchant service provider, to manage online transactions using credit or debit card. Such transactions are carried out directly by the customer through the WorldPay website, and not via the Intelligent Vending Ltd website. Intelligent Vending Ltd, therefore, does not have access to any of our customers' credit card details. For further information about WorldPay, please follow this link https://www.worldpay.com/en-gb.

Occasionally, machines are supplied to customers through a lease rental or hire purchase arrangement. These are managed through a specialist third party finance company. When customers request a finance option, we pass basic details to the specialist finance company who contact the customer directly and undertake their own checks and credit assessments. We do not deal with any finance arrangements directly or hold any financial information relating to such transactions. As any finance agreement you take out will be directly with the finance company and not Intelligent Vending Ltd you should, if you have any privacy issues regarding the agreement, contact the finance company directly for further information. The finance company will have provided you with their contact details as part of setting up the lease rental or hire purchase agreement.

How will we use the information about you?

We use the information we have collected from you as part of our business function to ensure that your customer experience with us is managed efficiently and effectively, with the primary purpose of managing your enquiries and processing the orders you place with us as smoothly as possible. We also use information from invoices for financial accounting purposes.

In circumstances where there is a legal requirement to do so, we may be required to share information with outside authorities e.g. to HMRC for tax purposes, or to the Police in relation to fraud and crime prevention.

Do you use my information for marketing purposes?

We may want to use your information for internal marketing purposes within our group of companies, e.g. to keep you updated about our products and services, to alert you to special offers, or to seek your views about the company etc., but we will ask your agreement to this before such activity takes place.

We never sell or share information for marketing purposes with other companies outside of our group.

If you have previously opted in to receive marketing material but then change your mind, please let us know. We will amend your records accordingly, and you will no longer receive such material.

Do you share my information outside your company?

Intelligent Vending Ltd supply a wide range of products and services. Some of these are provided by other manufacturers or suppliers on our behalf. On a day-to-day basis, we may share your information with such parties for the purposes of arranging and delivering your order, fulfilling warranties, providing maintenance of equipment, dealing with complaints, and improving customer service etc. When this happens, we will only supply sufficient information for the third party to carry out their responsibilities in relation to the transaction(s) involved.

Examples of third parties we may share information with include:

- couriers
- finance companies
- suppliers and manufacturers
- equipment service companies
- HM Revenue and customs
- fraud prevention agencies
- regulators and similar authorities

How long do you keep my information?

We will only keep your information for as long as necessary in order to meet the operational requirements of our business and the purposes for which it was collected. This will vary according to circumstances. In some situations, we are required by law to keep records for a minimum period of time e.g. for tax purposes, at least 6 years from the end of the last company financial year.

Am I able to access my information and make corrections where information is not accurate?

If you have set up an account with us, you will be able to view the personal information we hold about you by logging into your online account. Alternatively, you may contact us either via email or at our office address and request access.

If you do not think the information we hold about you is accurate, you have the right to ask us to correct this on any records we hold. If you have an account, you will be able to modify some details yourself.

Not all information is of a factual nature (e.g. address details) that may be easily verified. In some circumstances, a degree of judgement must be used by our staff, e.g. when dealing with complaints. The customer and the company may see the situation differently. While we will always try to resolve such issues as part of good customer service, the company reserves the right not to amend the information if the case for doing this, in our opinion, is not made. However, the customer's comments will be added to the appropriate record.

From time-to-time we may contact you directly to check that the information we hold about you is correct and up to date.

Security and fraud prevention

The company has systems and procedures in place to ensure confidentiality of information and prevent its unauthorised disclosure. This includes information held electronically and as paper records. In order to protect customers, we utilise

online security systems, including encryption, to ensure that data is protected, and transactions take place in a safe environment.

Intelligent Vending Ltd, takes its legal responsibilities in respect of fraud or attempted fraud very seriously, and will take appropriate steps, including involvement of the relevant authorities, whenever attempted fraud or theft is suspected. Where, on occasions individual enquiries raise cause for suspicion, we may undertake additional checks, to ensure a customer has provided the correct identity and that the enquiry is genuine.

Staff receive routine training to ensure they are alert to the techniques that are used by fraudsters, and we keep records of any proven fraud for the purpose of preventing similar activity in future.

Links to manufacturers, product suppliers or external partners on our web site

To assist customers, our site may contain product or similar information including brochures, user manuals etc. about products we supply. Please note that if you follow links provided to external websites, the companies concerned will have their own privacy policies. We do not accept any responsibility or liability for the way these third parties collect or use personal information provided by our customers to them. It is important therefore that you check third parties' privacy policies for information about how they will use your data, before providing this.

Changes to our Privacy Policy

This policy will be reviewed from time to time on the basis of experience and any feedback we receive from customers. If we make any significant changes that affect our policy and the way we deal with your information, we will ensure that such changes are flagged prominently on our website.

Contact

For all queries regarding privacy and the company's use of personal information, please contact us either by email to sales@intelligentvending.co.uk with the subject heading PRIVACY; or alternatively please call our office number +44 (0) 1629 825555.

If we are not able to resolve any complaint, please note that you may be able to seek advice from the Information Commissioner's Office (ICO). The ICO website is https://ico.org.uk.