

Privacy Policy

By using our website, you are giving your consent to our online privacy policy.

This privacy policy is issued on the **25th May, 2018**. The issue date will change, should we require to change our privacy policy.

Date of Issue	Version
25 th May, 2018	A

Section 1: Definitions

Controller – “means the natural or legal person, public authority, agency or other body which, alone or jointly with others determines the purposes and means of the processing of personal data”

Processor– “means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller”

Personal data– ‘means 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, or 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.

Consent– of the data subject means any freely given, specific, informed and unambiguous indication of the data subject’s wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

Section 2: Who is collecting data?

TUA Engineering is committed to maintain the privacy of their website visitors and clients. Throughout this privacy policy , we define how we obtain, store and handle your personal data , when you utilise our website, www.tuaeng.com, or when your personal data is obtained and collected in another manner. You can contact us on info@tuaeng.com should you require any further information or clarification about our privacy policy.

Section 3: What data is being collected?

TUA Engineering Ltd. collects data through requests that are sent to the organisation via email or through the online form request that is on the contact page of the website. This includes any request for general information about a product or service, request of a quotation on a particular service or product or a request of a maintenance service. The personal information that is collected through this means and may be asked for are ;

- Your full name and surname,
- Location - address,
- E-mail address,
- Telephone/ Mobile number.

In order to support you for specific requests, we may also ask you the total number of residents in the household or unit where the service is required, as well as general information about any specific request with regards to water treatment service that is being requested from your end to our company.

Should you not communicate with us through any of the above either by email or through our website, you can therefore visit our website anonymously.

Section 4: What is the legal basis for processing the data?

The legal basis for the processing of data is first and foremost to provide the justification of the processing activities that are carried out by TUA Engineering Ltd., that include any contractual obligations that are part of the foundation of conducting business operations, processing of data that may be processed for the proper administration of our business, for providing our services and to communicate with you. These are the legal basis for the processing for which you are granting your consent.

Section 5: Will the data be shared with any third parties?

TUA Engineering Ltd. do not transfer any personal information to 3rd parties. This, does not include trustworthy 3rd parties who are required to process personal information in the operation of our website or when conducting business with you, as long as these parties agree through formal written agreements to keep this information confidential.

Section 6: Third party links

TUA Engineering Ltd. may occasionally include 3rd party links of collaborations for instance on our website. These other sites have their own privacy policies and we do not take any form of responsibility or liability to the content or activities of these sites. Should you have any concern on the truthfulness of these 3rd party sites, we welcome any feedback accordingly.

Section 7: How is the personal information used ?

The personal information requested, collected and stored are kept exclusively for the intention to provide a service to you. No information will be utilised for marketing purposes without your explicit consent by utilising the opt-in criteria that is found in our online contact us form. Should you wish to opt out from this criteria, you are free

to do so, by recontacting us through the online form under the section 'Privacy Information' and list down that you wish to remove your information from our marketing section. This opt out can also be done, by sending us an email on info@tuaeng.com.

Section 8: How long will the data be stored for?

The data will be stored for a period of time that the company has as legal obligations to keep the data in case of an effective sale or service agreement. We ensure that all the data that we hold is accurate and up to date. In case of marketing consent, your personal data will be stored until you inform us to erase it from our marketing list.

Section 9: What rights does the data subject have?

You have the right to be provided with clear and transparent information about the privacy policy of our company. The privacy policy is available online, and is subject to change through which we will indicate in the respective versioning. In terms of data protection legislation, you have the following rights ;

- **The right to request the information and access to your personal data**
This is referred to as subject access , whereas you as a data subject have the right to obtain a copy of your personal data as well as possibly other supplementary information. This rights includes a confirmation that we are processing our personal data, a copy of this data, the purpose of this processing, information about the retention period for storing the personal data. All this information will be provided to you free of charge.
- **The right for rectification and erasure**
Data subjects have the right to have inaccurate personal data rectified, which will depend also on the purposes for the processing.
- **The right to object and automated individual decision-making**
In some circumstances, data subjects have the right to object to the processing of their personal data. In addition, the data subject shall also have

the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similiary significantly affects him or her.

- **The right to erasure**

In some circumstances, you have the right as data subject to the erasure of your personal data without delay

- **The right to restrict processing**

In some circumstances, you have the right as data subject to restrict processing of your personal data.

- **The right of data portability**

In some circumstances, you have the right as data subject to request a portable copy of your personal data.

- **The right to withdraw consent**

To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

- **The right to complain to a supervisory authority**

As a data subject, you have the right to submit a complaint with the local supervisory authority responsible for data protection.

[Section 10: Cookies](#)

Google or our web hosting service may be using cookies on our behalf.

Section 11: How to Contact us or complaint?

For any enquiries, clarifications or complaint with reference to the privacy notice, you may contact us by using the following information ;

Email: info@tuaeng.com

General Enquiries: 00356 21251685

Address: TUA Engineering Ltd.
KKWO 19B
Kordin Industrial Estate
Paola,
PLA 3000
Malta,
Europe

You also have the right to issue directly a complaint to the local supervisory authority. We will process all the requests in relation to data, within thirty (30) days from receipt. Each request will be recognised and actioned within the legal framework of the GDPR.