



In order to give you a good web and customer experience we need to collect certain types of personal information from you. Below we've broken down the key information you need to know as well as what rights you have over the information we collect.

This policy gets updated frequently, so it's your responsibility to check back regularly to monitor changes.

Policy last updated: JUNE 2020

Who we are

We are Mon Power-Gen, a leading supplier of Generators ,plant, Switchgear and machinery spares. We are based in the UK, with a registered address of Tyn Lon, Balog Farm Road, Llaneilian, Amlwch, Anglesey, North Wales,LL68 9LU.

When you share your information with us, we become a 'data controller', as defined in the GDPR. Any questions please ring 01407832110.

What information do we collect?

If you are enquiring a quotation on our site we will ask for an email to be sent to us with your information.

You can edit the personal information associated with your user section of our web site.

If you go on to order something off the site you'll also need to provide your current billing and shipping address, credit card number, and expiration date so we can process and fulfil your order. We do not store your credit card details.

We may also keep a record of any communications you make with our Customer Support team. Your support issues are archived, in order to better serve you, in the event you should need further technical support from us in the future.

When you use our website we may also collect additional information such as IP addresses and other general information about what pages you have visited and when. This is achieved by using third party analytic platforms such as Google Analytics in conjunction with cookies (see additional information on Cookies below)

How do we use your information?

The information we collect about you can be used in many different ways, including:

- Processing orders that you have made
- Carrying out contractual obligations we share
- Dealing with entries in competitions or promotions
- Displaying content on our website that we think is relevant to you
- Notifying you of changes to our service
- Sending communications which you have requested and that we feel are useful for you. This can include promotional messages about our services.

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

How we protect your information

Mon Power-Gen stores the personal information you provide on servers that are located in a physically-secure facility. These machines are protected against unauthorised access by firewalls, intrusion detection systems, and other additional security procedures intended to ensure that your information is not compromised.

Only authorised Mon Power-Gen representatives are given access to your personal information on a strictly need-to-know basis.

How we keep you informed

As a Mon Power-Gen member, we will notify you through the email address you have provided to us, about new features, products and promotions. You may choose to discontinue your subscription to these promotional messages by visiting the website.

We occasionally contact subscribers to notify them of important service announcements that may affect their account. Since these announcements may contain vital information affecting your subscription, users are not able to unsubscribe.

How we use cookies and share information

A cookie is a small amount of data that is sent to your web browser, and then stored on your computer's hard drive. These cookies help to improve your experience as a user by providing you with a more personalised service. Cookies are not harmful to your computer. Mon Power-Gen never saves sensitive or personally identifiable information in cookies. If you modify your web browser to reject cookies from Mon Power-Gen, you may not be able to access some of the functionality in our web site.

Mon Power-Gen may also monitor and record your IP address for system administration, and fraud prevention purposes. IP addresses that we record are not linked or cross-referenced with any personally identifiable information, or distributed to third parties.

Mon Power-Gen may be required by law to disclose personal information to proper law enforcement authorities; even though you might have requested that we don't share your information. This information may be necessary to identify, contact or bring legal action against anyone who may attempt to cause injury to another's rights or property.

How do I change my cookie settings?

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org. Find out how to manage cookies on popular browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Microsoft Internet Explorer](#)
- [Opera](#)
- [Apple Safari](#)

To find information relating to other browsers, please visit the browser developer's website.

Who has access to my information?

We do not sell or rent your data to third parties.

However, we regularly share your data with third party service providers working on our behalf. This may be an external agency or other representative. When we do share data with these 3rd parties, we only share what is necessary for them to complete their assignment. The contract we have in place with these 3rd parties gives them a responsibility to keep your data safe.

Do I need to share my information with you?

For certain services, yes. We can't process your orders without key information about you, for example.

When browsing the site you can disable cookies if you wish, however this can potentially cause fundamental usability issues and is not recommended.

How we use profiling

We may review your personal information to create a profile of your interests and preferences. This may then be used for marketing purposes, to display personalised content on our website or to check against fraud and credit risk. We will always ask you first before sending marketing emails and you have the right to be removed from any marketing lists.

International transfer of personal information

Some of our services rely on software which is hosted on international servers. For example, the information that Google Analytics holds on you may be transferred via servers in the USA who have different data protection laws to the UK.

By submitting your personal details you are consenting to this transfer.

Your rights

Under law, you have numerous rights relating to your data. If you would like to make any requests relating to these rights please contact Mon Power-Gen.

- You should be informed of any data collection occurring, we do this via Cookie notices and this Privacy Policy.
- You have the right to access the data we hold on you, and this data should be provided in a useable format.
- If you suspect we have any incorrect information about you, you can request that this is rectified.
- You can also request that any data we hold on you is erased from our storage under certain circumstances.
- You can request that we limit data processing activities for your data, again under specific circumstances.
- You can object to certain uses of data including profiling, direct marketing and specific, defined purposes.
- You can request human intervention in any automated data processing procedures.

If you have any questions

You can direct your queries to monpoweruk@gmail.com alternatively phone us on 01407832110