

Privacy Policy

Symphony Environmental Technologies plc and Group Privacy Policy

Symphony Environmental Technologies plc is the holding company of a group which includes Symphony Environmental Limited (together “Symphony” or the “Group”). Symphony is based in Borehamwood, United Kingdom, and develops and supplies a wide range of plastics products that are sold to manufacturers and business end-users internationally. This privacy policy explains how we use any personal information we collect about you.

Topics:

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What information do we collect about you?

To work with you effectively, we will need your name, your job title, your job role, the name of the company you work for and other contact details like email addresses, telephone numbers and your physical address. We will also record information on what products you are interested in, together with what products you already have which are relevant or related to your interests. We use our CRM systems to then record our interactions with you like phone calls, meetings and emails.

How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services, and corporate news information we think may be of interest to you.

We do not collect information from our website unless you complete an enquiry form which will include your name,

company and email address together with your enquiry. Symphony will not share your information for marketing purposes with companies outside the Group.

In processing your order, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies.

Who we share your information with

The information we record about you will be accessible to all Symphony employees. We also may need to share your basic contact details with a third party supplier who we are working with to provide you with the products and services you are interested in. If you have any concerns about what information has been passed onto to a third party, please ask us.

How we keep your information safe and secure

Online privacy and security is the most important aspect of any customer service and we take it extremely seriously. We use a variety of the latest technologies and procedures to protect your personal information from unauthorised access, destruction, use or disclosure. All data is stored in a CRM database, and only Symphony employees have access to this data.

Your rights to the data we hold about you

If at any stage you need to ask us any question about the data we hold about you, please put your query in writing by email to info@d2w.net

How long we keep your information

We'll keep your personal information for as long as we need it for us to provide Symphony products and services you've signed up to. We may also keep it to comply with our legal obligations, resolve any disputes and enforce our rights. These reasons can vary from one piece of information to the next and depend on the products or services you're signed up to, so the amount of time we keep your personal information for may vary. In all cases, our need to use your personal information will be reassessed on a regular basis, and information which is no longer required for any purposes will be disposed of.

Marketing

We would like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing information, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email or write to us as detailed below.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us as detailed below. We may make a small charge for this

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service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Website

Google provide the analytics service that allows Symphony to review the usage of its website. This includes approximate location information, IP address, and usage statistics. This service is provided by Google under their standard contract of service that Symphony cannot change.

Therefore, Symphony must rely on Google's privacy statements. Google Analytics privacy policy can be found at: <https://support.google.com/analytics/answer/6004245?hl=en>

Cookies

A cookie is a small text file containing information that a website transfers to your computer's hard disk for record-keeping purposes and allows us to analyse our site traffic patterns. We do not store any of your personal details

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 23 May 2018 and reviewed on 13 February 2024.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- by email to info@d2w.net
- or in writing to:

Symphony Environmental Limited
6 Elstree Gate
Elstree Way
Borehamwood
Hertfordshire WD6 1JD