

Data privacy statement

Processing and protection of Flux' website users and customers personal and business data is a matter to which we attach great importance.

Data Controller / Data Protection Officer

We operate as the limited company Flux Pumps International (UK) Ltd incorporated in England and Wales with company number 02029429. We are a data controller. Our address is:

Flux Pumps International (UK) Ltd
Unit 11, Enterprise Park
Black Moor Road, Verwood, Dorset
Tel. 01202 823304
Email: info@flux-pumps.co.uk
Website: www.flux-pumps.co.uk

Contact details for Data Protection Officer:

Russell Morgan
Tel: +44 1202 823304

UK GDPR policy

What information do we collect?

We collect information that is only relevant for the provision of goods and services to you or your employer. In particular we may collect the following information from you which is defined as personal information:

- Your name
- Workplace address
- Delivery and invoice address for goods and services
- Work e-mail address and any other e-mail address provided
- Work related telephone numbers including work mobile numbers and occasionally personal telephone numbers (if required for provision of goods or services and only with consent)
- Company or personal credit card or bank details, provided to facilitate payment for goods or services.

How do we collect your personal information?

We collect information in one of two main ways:

- When you contact us by e-mail, via our website, by telephone or face to face, we will, if relevant to your enquiry, ask for your name, e-mail address, workplace address and telephone number
- Your contact details may be passed to us by a third party in reference to a specific project. We will check to ensure the third party has consent to pass these details to us.

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Flux Pumps International (UK) Ltd
E-mail: sales@flux-pumps.co.uk
www.flux-pumps.co.uk

Reg No. 2029429
VAT Number GB423714863

Tel: 01202 823304
Fax: 01202 813387

How do we store your information?

We store data in two main ways:

- In paper form, stored in our office which is locked, alarmed and only accessed under supervision of / by permission of, the Company directors.
- Electronically on computer devices and in the Cloud. Data is never stored electronically that can be accessed without the use of a secure network connection (using VPN for remote access) and password, or passcode.

How will we use your information?

We use your information for the following tasks:

- Contacting you to provide technical information relating to an enquiry
- Provision of quotations, pro-forma invoices, order acknowledgements and order related documentation
- Keeping in contact during an ongoing project
- Provision of delivery notes and invoices after goods or services have been provided
- Subsequent contact via electronic or direct marketing methods relating to products and services that we consider relevant to your work or business.

Who will we share your information with?

In order to operate this website, we make use of carefully selected service providers with whom we have concluded appropriate order processing agreements, in compliance with the regulations of the UK GDPR.

We may also, in the course of our business activities, share your information with:

- Our parent Company, Flux-Gerate GmbH and its subsidiaries
- Our accountant and HMRC for accounting purposes
- Government agencies such as HSE
- Law enforcement agencies, only if specifically requested to do so

Where you specifically authorise, we may also share your information with:

- Transport and shipping Companies, in order to facilitate delivery of goods.

We will not transfer your data to third parties, free of charge or in return for payment, without your authorisation.

How long will we keep your information?

We will store your data for a period of 15 years after last contact with you or a related Company. This time period was selected as we expect Flux products to remain in service for periods up to (or beyond) this period. Flux products can be serviced and repaired, therefore we reasonably expect to receive requests for parts, technical advice or product information for such a period after initial sale.

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What are your rights?

- Right to be informed
- Right to rectification or deletion of your personal data
- Right to restriction of processing by the controller
- Right to object to the processing of data (in particular, the processing of data for reasons of marketing or advertising)
- Right to complain to a supervisory authority about unlawful data processing
- Right to data portability.

What is your Right of Appeal if you are not happy with the handling of your personal data?

If you have any questions regarding handling of your personal data, or you believe that the processing of data on our website has violated the UK GDPR, please contact our Data Protection Officer in the first instance (see contact details above). Alternatively, you may contact the data protection supervisory authority. The supervisory authority responsible for UK GDPR is the Information Commissioners Office, a non-governmental organisation with head office at Wycliffe House, Water Lane, Wilmslow, SK9 5AF. Tel no. +44 0303 123 1113. The following link provides detailed information: <https://ico.org.uk/about-the-ico/>

Website data processing

Server log

Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either Flux Pumps UK or any third party. Every visit to our website is recorded. The following data - transferred by your web browser - is collected in each case:

- IP address from which the data is accessed
- Files accessed
- Browser type and version
- Browser language settings
- Operating system used
- Referrer URL (previously visited page)

The legal basis for this collection is defined under UK GDPR as "legitimate interest". We are unable to offer the option of objecting to this collection since the server log is essential both for ensuring the availability of this website and in situations where an attack is made on the website.

The data from the server log is deleted automatically after 14 days.

E-mail marketing

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When a customer, potential customer or business contact willingly provides us with their contact details, or a third party provides your contact details for business reasons, Flux Pumps International (UK) Ltd will enter this personal data into our computer system. Your email address may be used for e-mail marketing purposes, this is done on the legal assumption that you have given us your consent by showing legitimate interest in our goods and services.

We use third-party email service provider, Mailerlite, to deliver our email marketing. We gather statistics about email opens and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-marketing activity.

You may at any time object to receiving any further e-mail communications by clicking on the "unsubscribe" link indicated at the end of each communication, or by sending us an informal email with the heading "Cancel newsletter subscription" to info@flux-pumps.co.uk.

Shopping

When you create a user account with us using the form provided on the website, this is done on the basis of your consent under UK GDPR. The data provided using the registration form will be used by us exclusively for the purposes of order processing and fulfilment. This data will not be used for any additional purposes by Flux Pumps International (UK) Ltd, FLUX-Geräte GmbH, its subsidiaries or third parties at any time.

Google reCAPTCHA

In order to ensure adequate data security when forms are transmitted, in certain cases we use the Google Inc. reCAPTCHA service. Its primary purpose is to determine whether the input has been made by a natural person or improperly by machine and automatic processing. The service involves sending the IP address, and any additional data that may be required by Google for the reCAPTCHA service, to Google. Google Inc.'s alternative Data Privacy Policy applies in this case. You can find more information about Google Inc.'s Data Privacy Policy at www.google.com/intl/de/policies/privacy/

Google Analytics

Our website uses the web analysis service Google Analytics provided by Google Inc. (1600 Amphitheatre Parkway, Mountain View, CA 94043, USA; "Google"). The processing of data serves to analyse this website and its visitors. Google will use this information on behalf of the operator of this website to evaluate your use of the website, to compile reports on website activity and to provide other services to the website operator relating to website and internet use. The IP address communicated by your browser as part of Google Analytics is not associated with any other data held by Google.

Cookies

This website uses cookies. By using this website and agreeing to this policy, you consent to Flux Pumps' use of cookies in accordance with the terms of this policy. Cookies are small text files sent by web servers to web browsers, that are stored on your device

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(computer, smartphone, tablet) when you visit our website. The information is then sent back to the server each time the browser requests a page from the server. This enables a web server to identify and track web browsers.

There are two main kinds of cookies: session cookies and persistent cookies. Session cookies are deleted from your computer when you close your browser, whereas persistent cookies remain stored on your computer until deleted, or until they reach their expiry date.

We use cookies on this website, for the following purposes: to make website login faster by remembering your login details, to make the page load quicker by sharing the workload across computers, to ensure our website pages are optimised for your browser or device, by giving us technical information about the device or browser you are using.

We use a third-party service to help maintain the security and performance of the Flux Pumps UK website. To deliver this service, it processes the IP addresses of visitors to the website.

Google Analytics Cookies

Google Analytics uses cookies, which make it possible to analyse your use of the website. The information generated by the cookie regarding your use of this website is usually transferred to a Google server in the USA and stored there. IP anonymisation is activated on this website. Google uses this to shorten your IP address beforehand within Member States of the European Union or in other signatories to the Agreement on the European Economic Area.

Only in exceptional cases will the full IP address be transferred to a Google server in the USA and shortened there. Transmission of data to the USA is covered by an adequacy decision by the European Commission. Processing is carried out on the basis of art. 6 (1) lit. f GDPR due to our justified interest in needs-based and targeted design of the website. You have the right to veto this processing of your personal data according to art. 6 (1) lit. f GDPR by contacting us, for reasons relating to your personal situation.

You can prevent the storage of Google Analytics cookies by choosing corresponding technical settings in your internet browser; we would, however, like to point out that this may prevent you from making full use of all website functionality. You can also prevent collection of the data (including your IP address) generated by the cookies and related to your use of the website by Google, as well as the processing of this data by Google, by downloading and installing the browser plug-in available at the following link: [<https://tools.google.com/dlpage/gaoptout?hl=en>]. You need to opt-out on all systems and devices in use for this to work comprehensively. If you click here, the opt-out cookie is set: Disable Google Analytics.

You can find more detailed information on the terms and conditions of use and data protection at <https://www.google.com/analytics/terms/> and at <https://policies.google.com/?hl=en>.

Contact Forms

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FLUX PUMPS



Should you choose to contact us using a contact form on our website, or an email link, the data will be collated into an email and sent to us over the Simple Mail Transfer Protocol (SMTP). We use a third-party service which encrypts the email content using SHA-2, 256-bit cryptography before being sent across the internet. The email content is then decrypted by our local computers and devices.

Social Media

If you send us a private or direct message via social media, the message will be stored within our password-protected account. It will not be shared with any other organisations.

Emails

We use a third-party provider to encrypt and protect our email traffic. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Links to other websites

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 25/6/25.

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