



This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are MGF Ltd, MGF (Trench Construction Systems) Ltd, MGF Design Services Ltd. Our address is Grant House, Lockett Road, Ashton in Makerfield, Wigan, Lancashire WN4 8DE. You can contact us by post at the above address, by email at dpo@mgf.ltd.uk or by telephone on 01942 402700.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

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When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

Some of the cookies we use are strictly necessary for our website to function, and we don't ask for your consent to place these on your computer. These cookies are shown below.

Cookie Name	Purpose	Further Information
PHPSESSID	To establish a user session when accessing our websites, where user authentication is required this cookie is used to permit access to and customise content privileged areas of our websites	Session cookie which expires at browser close
Woo Commerce woocommerce_cart_hash	Required only when accessing the online store. Helps maintain a visitors shopping cart between visits	Persistent cookie which expires 48 hours from creation/update
woocommerce_items_in_cart (WooCommerce)	Required only when accessing the online store. Helps track items loaded into a visitors shopping cart	Persistent cookie which expires 48 hours from creation/update
wp_woocommerce_session (WooCommerce)_	Required only when accessing the online store. Monitors a visitors shopping cart	Persistent cookie which expires 48 hours from creation/update

In addition the following cookies are placed to improve the visitors experience and enhance our service to the customer:-

Cookie Name	Purpose	Further Information
_ga (Google Analytics)	Helps us determine unique visitors to our websites	Persistent cookie which expires 2 years from creation/update
_gid (Google Analytics)	Helps us determine unique visitors to our websites	Persistent cookie which expires 24 hours from creation/update
_gat (Google Analytics)	Used to manage the rate at which page requests are made	Persistent cookie which expires 10 minutes from creation/update
__utma (Google Analytics)	Helps us determine unique visitors to our websites	Persistent cookie which expires 2 years from creation/update
__utmb (Google Analytics)	Establishes a user session on our websites and records the time sat which a user accesses and leaves our websites	Persistent cookie which expires 30 minutes from creation/update
__utmc (Google Analytics)	Establishes a user session on our websites and records the time sat which a user accesses and leaves our websites	Session cookie which expires at browser close
__utmz (Google Analytics)	Helps identify where visitors to our websites have navigated from. For example search engine, direct marketing link or another link within our websites	Persistent cookies which expires 6 months from creation/update



__utmv (Google Analytics)	Used to allow classification of users for reporting.	Persistent cookie which expires 2 years from creation/update
adiLP (responsetap)	Help understand website visitor interaction with our telephone numbers. Prevents errors where a visitor may have multiple browser tabs open	Persistent cookie which expires 30 minutes from creation/update
adiS (responsetap)	Help understand website visitor interaction with our telephone numbers.	Persistent cookie which expires 30 minutes from creation/update
adiV (responsetap)	Help understand website visitor interaction with our telephone numbers.	Persistent cookie which expires 1 year from creation/update
adiVi (responsetap)	Help understand website visitor interaction with our telephone numbers. Helps understand what pages a visitor has viewed.	Persistent cookie which expires 30 minutes from creation/update

As well as the cookies we use, various third parties also place them on your computer, again with your consent. These are shown below.

Cookie Name	Purpose	Further Information
_cfduid (Cloudflare/AddToAny)	This cookie is used to provide the social sharing functionality on our websites	Persistent cookie which expires 1 year from creation/update
Uvc (Add To Any)	This cookie is used to provide the social sharing functionality on our websites	Persistent cookie which expires 1 day from creation/update
_distillery (Wistia)	We use Wistia to host any video content, this cookie allows video playback to be resumed if interrupted	Persistent cookie which expires 1 year from creation/update
wistia-http2-push-disabled	Used by Wistia to track how much of a video was viewed and how a user interacted with the video	Persistent cookie which expires 1 hour from creation/update

You can use your browser settings to accept or reject new Cookies and to delete existing Cookies. You can also set your browser to notify you each time new Cookies are placed on your computer or other device. You can find more detailed information about how you can manage Cookies through your browser's help function.

If you choose to disable some or all Cookies, you may not be able to make full use of our Websites. For example, you may not be able to add items to your shopping basket, proceed to checkout, or use any of our products and services that require you to sign in.

You can also manage advertising related Cookies used on our Services by opting-out through the Service Providers listed in the tables above or by visiting the YourOnlineChoices website. Where we display personalised adverts on other organisations' websites, the AdChoices icon will usually be displayed. Clicking on this icon will provide you with specific guidance on how to control your online advertising preferences. More information is available on the YourAdChoices website.



More information on Google Analytics can be found here <http://www.google.com/analytics/learn/privacy.html> , you can opt out of Google Analytics cookies here <https://tools.google.com/dlpage/gaoptout>

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, contact telephone number and email address.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered your it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed by an internal team, your information will be shared internally with the department/s best suited to deal with your enquiry.

We do not use the information you provide to make any automated decisions that might affect you.

We keep original enquiry emails for 12 months, if your enquiry is forwarded internally via email this may be held for up to seven years. All email is securely archived and kept for seven years, when we delete them. CRM records are kept for two years after the last contact with you.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the **Who Are We** section of this policy.



Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.