

Data protection privacy notice for customers

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during your employment and after it ends. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

The company is a 'data controller' and gathers and uses certain information about you. This information is also used by our affiliated entities and group companies and so, in this notice, references to 'we' or 'us' mean the Company and our group companies.

Data protection principles

We will comply with the data protection principles when gathering and using personal information.

What information

We may collect the following information during your relationship with us.

- Your name, contact details (ie address, home and mobile phone numbers, email address)
- Information collected during the order process and subsequently that we retain during your time as a customer

How we collect the information

We may collect this information from you.

Why we collect the information and how we use it

We will typically collect and use this information for the following purposes:

for the performance of a contract with you, or to take steps to enter into a contract;

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to information we collect or to the purposes for which we collect and process it.

How we may share the information

We may also need to share some of the above categories of personal information with other parties, such as external contractors and our professional advisers and with potential purchasers of some or all of our business or on a re-structuring. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information as required to comply with the law.

Where information may be held

Information may be held at our offices and those of our group companies, and third party agencies, service providers, representatives and agents.

How long we keep your information

We keep your information during for a period of no less than 7 years.

Your rights to correct and access your information and to ask for it to be erased

If you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice, you also have the right to ask for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.