

## Privacy Policy

The company gathers and processes your personal information in accordance with this privacy notice and in compliance with the General Data Protection Regulations (GDPR) and other relevant data protection regulations and laws. This notice provides you with necessary information regarding your rights and our obligation, and explains how, why and when we process your personal data.

The company's registered office is at: **54 Cobden Street, Pendleton, Salford M6 6WF**

### Information that we collect

We process your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect unnecessary personal data from you and do not process your information in any way other than as specified in this notice.

### The personal data that we collect is

- Names
- Address
- Telephone and fax numbers Mobile telephone numbers
- Email address
- Payment details.

### We Collect Information in the following ways:

- Receiving purchase orders
- Gathering verbal information and recording it on our computer systems
- Receiving payments from customers

### How we use your personal Data:

The company takes your privacy very seriously and will never disclose, share or sell your data without your consent: unless required to do so by law. We retain your data only for as long as necessary and for the purpose specified in this notice. You are free to withdraw this consent at any time. The purpose and reasons for processing your personal data are detailed below:

- We collect your personal data in the performance of a contract or to provide a service and to ensure that orders are completed and can be sent to your preferred address.

## **Your rights**

You have the right to access any personal information that we possess about you and to request information about;

- What personal data we hold about you
- The purposes of the processing
- The categories
- Of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible, but certainly within legal timeframes, unless there is a valid reason for not doing so.

You also have the right to request erasure of your personal data or to restrict in accordance with the data protection laws.

If we receive a request from you to exercise any of the above rights, we, we may ask you to verify your identity before acting on the request. This is to ensure your data is protected and kept secure.

## **Sharing and disclosing your personal information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We may use third parties to provide the below services and business functions; however, all processors acting on our behalf process your data only in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

## **Safeguarding measures**

We take privacy seriously and take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction.

## **Transfers outside the EU**

Personal data in the European Union is protected by the General Data Protection Regulation but some other countries may not necessarily have the same high standard of protection for your personal data. We do not transfer or store any personal data outside of the EU.

### **Consequences of not providing your data**

You are not obligated to provide your personal information to us. However, as this information is required for us to provide you with our services, we will not be able to offer some/all our services without it.

### **How long we keep your data**

We only ever retain personal information for as long as necessary and we have strict review and retention policies in place. We will keep your data on our systems for as long as relationship exist between us, unless you ask us specifically to remove your details.

### **Lodging a complaint**

We process your personal information only in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.