

# Askern UK Ltd

## Privacy Notice

### Our GDPR Statement of Compliance

In line with the new EU General Data Protection Regulation (GDPR), we have outlined our Privacy Policy which includes details about how we gather personal data and what we do with it. It tells you how we process data, who we share it with and how we dispose of it. It also informs you of your rights and how to exercise these and also refers you to our other relevant data protection policies in how we keep your data secure and safeguard your privacy.

### HOW WE OBTAIN YOUR PERSONAL DATA

#### Information provided by you

You provide us with personal data via online enquiries through our website, over the telephone, face to face, by email or by letter. This data includes, but is not limited to, name, position, address, email address, telephone numbers and bank details. We use this information to contact customers, potential customers and suppliers regarding quotes, orders, deliveries and for payment of invoices. Our legal basis for collecting and processing this data is for the performance of a contract.

#### Information we obtain from other sources

We may obtain information from third parties if this is permitted by law, for example to check the credit worthiness of customers through credit checking facilities or information from Companies House.

This information shall only be obtained from companies that we are satisfied meet the requirements of GDPR.

### HOW WE USE YOUR PERSONAL DATA

We use your personal data to manage, administer and process orders and payments. We undertake at all times to protect your personal data, including any financial details, in a manner which is consistent and in line with GDPR concerning data protection. We also take reasonable security measures to protect your personal data in storage. For further information of the organisational and system measures taken to safeguard your data, please refer to our **Information Security Policy**.

#### Do we use your personal data for marketing purposes?

We may use your personal data to email, telephone or write to you about changes to our products, services or company details as necessary to fulfil our duties to you as a supplier or customer. At no point will Askern UK Ltd share or sell your data to third party marketing companies.

### DISCLOSURE OF YOUR PERSONAL INFORMATION

Personal information will be kept confidential and will only be used for the purpose of fulfilling our duties to you as your supplier or customer. We may share information with HMRC or other regulatory authorities who

require the information by law. We may share information with professional advisers such as our solicitors, accountants, bankers and insurers.

All Askern UK Ltd employees have received training on protecting personal data and are duty bound as part of their contract of employment to confidentiality and data protection.

### **Transfer of your personal data outside of the European Economic Area**

We do not transfer your personal data outside of the EEA.

### **How long do we keep this information about you?**

Our data retention periods are in line with the amount of time we need to keep your personal information in order to comply with any legal, statutory and regulatory obligations. More information about this can be found in our **Data Retention Policy**. In all cases our need to keep your personal data will be reassessed on a regular basis and information which is no longer required will be disposed of permanently and confidentially.

### **Where your data is kept**

Your personal data is kept on our Company IT systems, the security of which is governed by our **Information Security Policy**. Personal data that may be provided on purchase orders, sales orders, invoices or other business correspondence may be kept in hard copy and filed in cabinets within our offices which are locked.

## **DATA SUBJECT RIGHTS**

### **Subject access requests**

You have the right to access personal data that we hold about you. This is referred to as a subject access request. In order to make a subject access request please write to the Data Protection Lead at Askern UK Ltd, 28 Lidgate Crescent, Langthwaite Business Park, South Kirkby, WF9 3NR

Our response to a formal request shall include details of the personal data we hold about you, including the following:

- Sources from which we acquired the information
- The purposes for processing the information
- Persons or entities with whom we are sharing the information

### **Right to rectification**

You have the right, without undue delay, to have any personal information about you which is not accurate, corrected. You also have the right to any incomplete personal data completed, including by means of providing a supplementary statement.

### **Right to erasure**

You have a right to request for us to erase personal data concerning you, without delay. This refers only to data that we are not legally required or entitled to keep for a specified length of time in order to comply with any legal, statutory and regulatory obligations.

#### **Right to the restriction of processing**

Subject to exemptions, you have the right to restrict the processing of your personal data when:

- a) You are contesting the accuracy of the data, and restrict the processing until the accuracy of the data has been verified
- b) The processing is unlawful and you oppose the erasure of the personal data but instead request the restriction in its use.
- c) We no longer need the personal data for processing, but it is required by you for the establishment, exercise or defence of claims
- d) You object to processing of your personal data pending the verification of whether there are legitimate grounds for us to override these objections.

We shall communicate any rectification or erasure of personal data as described above to each recipient to whom the personal data has been disclosed, unless this proves impossible or involves disproportionate effort. We shall provide you with information about those recipients if you request it.

#### **Right to data portability**

You have the right to receive your personal data, which you have provided to us, in a structured, commonly used and machine readable format, and have the right to transmit this data to another controller without hindrance from us.

#### **Right to object**

You have the right to object on grounds relating to your particular situation, at any time to the processing of personal data concerning you, including any personal profiling; unless this relates to necessary processing for the performance of a task carried out in public interest or an exercise of official authority vested in us. We shall no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of you, or in the establishment, exercise and defence of legal claims.

#### **Right to not be subject to decisions based solely on automated processing**

We do not carry out any automated processing, which may lead to an automated decision based on your personal data.

#### **Invoking your rights**

If you would like to invoke any of the above data subject rights with us please write to the Data Protection Lead at Askern UK Ltd, 28 Lidgate Crescent, Langthwaite Business Park, South Kirkby, WF9 3NR

### **Accuracy of information**

In order to provide the highest level of customer service we need to keep accurate personal data about you. We take reasonable steps to ensure accuracy of personal data or sensitive information we obtain. We ensure that the source of any personal or sensitive data is clear. We will consider when it is necessary to update the information, such as names and/or addresses and you can help us by informing us when these changes occur.

### **IMPORTANT INFORMATION**

#### **Queries**

If you have any queries which are not answered by this Privacy Policy, or have any concerns about how we use the personal data we hold, please write to the Data Protection Lead at Askern UK Ltd, 28 Lidgate Crescent, Langthwaite Business Park, South Kirkby, WF9 3NR

#### **Policy changes**

Askern UK Ltd will review this policy regularly to make sure we meet the highest standards and protect your information. We reserve the right to update this policy at any time. We will not significantly change how we use data given by you to us, without your prior agreement.

#### **Complaints**

If you have a complaint please write to the Data Protection Lead at Askern UK Ltd, 28 Lidgate Crescent, Langthwaite Business Park, South Kirkby, WF9 3NR

If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commissioner's Office (ICO), you can contact them on 0303 123 1113. You also have the right to judicial remedy against a legally binding decision of the ICO where you consider that your rights under this regulation have been infringed as a result of the processing of your personal data. You have the right to appoint a third party to lodge the complaint on your behalf and exercise your right to seek compensation.

Policy implemented 25<sup>th</sup> May 2018