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SNASHALL STEEL FABRICATIONS CO. LTD

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GDPR: Data Privacy Notice For Customers And Suppliers 25/05/2018

Snashall Steel Fabrications Co Ltd are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. The rules on processing of personal data are set out in the General Data Protection Regulation.

What Data Do We Collect

We may collect and use personal information for the performance of a contract to which you are party. Personal information includes but is not limited to:

- Full name
- Company name and address
- Contact numbers
- Email Addresses
- Bank details

How We Use Your Personal Information

We use your personal information as follows:

- to maintain our relationship with you and administer supplier and customer records
- to process orders and provide agreed goods and services to you
- for invoicing, processing payments, account set up and maintenance
- to communicate with you, including to respond to information requests /enquiries submitted and/or to obtain your feedback on our products and services
- for record keeping, statistical analysis and internal reporting
- to provide evidence in any dispute or anticipated dispute between you and us
- to obtain credit references, credit checks and for debt collection, fraud detection and prevention and risk management purposes
- to monitor telephone conversations to or from you in order to offer you additional security, resolve complaints, improve our service standards and for staff training purposes

Legal Basis For Processing Data

In terms of the legal bases we rely on to process your personal information, these are as follows:

- for the performance of a contract with you (such as a contract for the provision of good and services) or to take steps at your request prior to entering into this contract
- to comply with legal obligations, including in relation to health and safety and environmental legislation, performing anti- money laundering, terrorism prevention and sanctions screening checks, complaints and investigations or litigation
- for our legitimate interests in: management of your account (including processing payments) and our relationship with you, and communicating with you
- our internal business purposes which may include processing for the purposes of: record keeping, reporting and statistics, data security, to ensure the quality of our products and services, investigating and responding to queries and complaints, obtaining credit references and credit checks, providing payment performance data to credit reference agencies, changing our pricing, debt collection, fraud detection and prevention and risk management
- You can object to processing carried out on the basis of our legitimate interests at any time by emailing info@snashallsteel.co.uk



How We Share Your Personal Information

Your personal data will be treated as strictly confidential and will only be shared in the completion of a legitimate business contract or in line with Snashall Steel Fabrications Co Ltd legal obligations.

In addition, we may share your personal information with:

- licensed credit reference agencies, debt collection agencies and lawyers when we carry out credit checks, to report on your payment performance and/or or seek to recover debts due to us
- our accountants, auditors, lawyers or similar advisers when we ask them to provide us with professional advice
- any Government Department, public body or other third party where we believe in good faith that the law requires this; in the interests of public health and safety

How Long We Keep Your Personal Information

If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under other laws. We may need your personal information to establish, bring or defend legal claims. For this purpose we will always retain your personal information for 6 years. The only exceptions to this are where;

- the law requires us to hold your personal information for a longer period, or delete it sooner
- you exercise the right to have the information erased and we do not need to hold it in connection with any of the reasons permitted or required under the law
- we bring or defend a legal claim or other proceedings during the period we retain your personal information, in which case we will retain your personal information until those proceedings have concluded and no further appeals are possible
- In limited cases, existing or future law or a court or regulator requires is to keep your personal information for a longer or shorter period

Your Rights

Under the General Data Protection Regulation (GDPR) you have a number of rights with regard to your personal data; which this policy and our use of your data have been designed to uphold:

- Right to be informed – you have the right to be informed about our collection & use of your personal data.
- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Withdrawal of consent – Where our processing is based on your consent you have the right to withdraw this at any time.
- Right to complain – you have the right to lodge a complaint with the Information Commissioners office
- Right to restriction of processing – where certain conditions apply, you have a right to restrict our processing.

If you wish to receive additional information regarding our use of your data, this should be requested via your normal Snashall Steel Fabrications contact. You also have the right to complain to the statutory body that oversees data protection law, the Information Commissioner. They can be contacted at Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow SK95AF