

Dunbrik (Yorks) Ltd – Privacy Notice – 25th May 2018

Dunbrik (Yorks) Ltd respects the privacy of our customers, suppliers and contractors, and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Company: Dunbrik (Yorks) Ltd
Registered: In England, number 419512.
Email: flues@dunbrik.co.uk
Telephone: 01924 373694
Address 172 Ferry Lane, Stanley, Wakefield WF3 4LT
Website: dunbrik.co.uk

There are no group companies.

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is any information about you that enables you to be identified. Personal data covers your name and contact details, and also information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. What Are My Rights?

Under the GDPR, you have the following rights, which we work to uphold:

- a) The right to be informed about our collection and use of your personal data.
- b) The right to access the personal data we hold about you.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- d) The right to be forgotten, i.e. the right to ask us to delete otherwise dispose of any of your personal data that we have.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose.
- g) The right to data portability in some circumstances.
- h) Rights relating to automated decision-making and profiling. (We do not use your personal data in this way.)

For more information about our use of your personal data exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. What Personal Data Do You Collect?

We may collect some or all of the following personal data for our business of the manufacture and supply of building components. This data may be collected directly from you when you enquire about or buy our products, when we enquire or buy from you, or from third parties in the supply chain or your employer. (This will vary according to your relationship with us):

- Name
- Address
- Email address
- Telephone number
- Job title
- Payment information
- Delivery information
- Images from security cameras in our premises

Your personal data is also obtained from the third parties:

- Builders
- Specifiers
- Builders merchants
- Component suppliers
- Delivery companies
- Service companies
- Banks and payment system providers

We do not collect any personal data from you through our website. We do not place cookies on your computer or device, nor do we use any other means of data collection on our website.

6. How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Personalising flue schedules and drawings for you.
- Providing and managing your account.
- Supplying our products and services to you.
- Communicating with you, including responding to your emails.
- Supplying you with information by email and post that you have requested.
- Instructing delivery companies to delivery to merchants or to site addresses.
- Arranging purchase and delivery of components.
- Collecting and making bank or card payments.

- To recommend products for your business.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods:

- If we have a contractual or financial relationship, for seven years
- Otherwise it will be deleted when no longer needed for the purpose it was supplied.

8. How and Where Do You Store Or Transfer My Personal Data?

We store your personal data electronically in password protected computers that are backed up daily and protected by anti-virus software. We also store some data in printed form in files kept securely. We will only store or transfer your personal data in the UK, protected under GDPR.

9. Do You Share My Personal Data?

We will share some of your personal data with third parties to supply products and services to you on our behalf. These may include payment processing and delivery. In some cases, those third parties may require access to some or all of your personal data that we hold.

- Worldpay.com for payment services
- Banks and BACS services.
- XPO Logistics for delivery services
- DPD Group for delivery services
- Other delivery companies from time to time

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 8.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings complying with legal obligations, a court order, or the instructions of a government authority.

10. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it. This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded excessive' a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request normally within a week and, in any

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case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details

Email address: flues@dunbrik.co.uk

Telephone number: 01924 373694

Postal Address: 172 Ferry Lane, Stanley, Wakefield WF3 4LT

12. Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, if we change our business in a way that affects personal data protection.

Any changes will be made available on the website www.dunbrik.co.uk