

# GDPR Guidance (May 25, 2018)

## Privacy Policy for Customers

For the purposes of the General Data Protection Regulation ("GDPR") and UK data protection laws, the controller is Solupak LTD.

### **About this document**

This privacy policy sets out the way we process your personal/business data and we've created this privacy policy to make sure you are aware of how we use your data as a customer of Solupak LTD.

### **How we collect your information**

We may collect your personal/business data in a few limited ways, namely:

- Directly from you, when you fill in an account application form, when you make enquiries on our website, when you provide information on orders sent to us. From a company who order on your behalf.

### **The types of information we collect**

We may collect the following types of personal/business data about you:

- Contact and communications information (including email address(es), telephone numbers and delivery/invoice address(es) and records of communications and interactions we have had with you);
- Financial information when account applications are made;

## How we use personal/business data

Personal/business data provided to us will be used to enable us to fulfil a business relationship with you.

More generally, we will use your personal/business data for the following purposes:

- Administration of your orders:
  - informing you about leadtime
  - taking payment of orders made
- Fulfilment of orders for goods and services;
- Administration of account applications:
  - Credit References
  - Credit Agreements
  - Allocating a sales rep where needed and providing the rep with your contact information;
- Storing your details on the software platform we use for logging orders and invoicing.

## Your marketing preferences

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, that we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a customer of Solupak Limited. Examples of these essential service communications are:

- Records of transactions, such as invoices, payment receipts, remittances, and statements;
- Customer related mailings such as payment reminders.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at:

Post: Solupak unit 6, Ripley Close, Normanton industrial Estate, Normanton WF6 1TB

Telephone: +44 (0) 1924 565 120..

Email: [helen.mcdonald@solupak.com](mailto:helen.mcdonald@solupak.com)

## Sharing your information with others

We do not sell or share your personal/business data for other organizations to use other than as set out below.

Personal/business data collected and processed by us may be shared with the following third parties, where necessary:

- Collection agencies in the case of unpaid invoices.

## How long your information is kept

We keep your personal/business data only for as long as necessary for each purpose we use it.

## Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal/business data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal/business data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal/business data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal/business data. This enables you to ask us to delete or remove personal/business data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal/business data where you have exercised your right to object to processing (see below).
- Object to processing of your personal/business data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal/business data for direct marketing purposes.
- Request the restriction of processing of your personal/business data. This enables you to ask us to suspend the processing of personal/business data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal/business data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

## Contact and complaints

If you have any queries about this privacy policy or how we process your personal/business data, or if you wish to exercise any of your legal rights, you may contact us at Solupak.

Post: Solupak unit 6, Ripley Close, Normanton industrial Estate, Normanton WF6 1TB

Telephone: +44 (0)1924 565 120.

Email: [helen.mcdonald@solupak.com](mailto:helen.mcdonald@solupak.com)

If you are not satisfied with how we are processing your personal/business data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: [www.ico.org.uk](http://www.ico.org.uk).