

CHILTERN BUILDING PRODUCTS

PRIVACY POLICY



At Chiltern Building Products Ltd., we are committed to protecting and respecting your privacy. Should we ask you to provide us with any information by which you can be identified, you can be assured that it shall be only used in accordance with this privacy policy. This privacy policy sets out how we use and protect any information that you give us.

This policy includes:

1. About us
2. Information we collect
3. How we use the information we collect
4. What if I don't provide some or all of the information requested?
5. What grounds (legal basis) are we processing the data under?
6. Sale of the Business
7. How we protect your data
8. Your rights regarding your personal information
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About us

Chiltern Building Products Ltd. is a limited company registered in England and Wales no. 04622076, with our registered offices at Rejel House, Murdock Road, Bedford, Bedfordshire, MK41 7PE. We are committed to protecting your privacy and maintaining the security of all personal information that you provide us with. We adhere to all data protection legislation in the UK. Should you wish to speak to our Data Protection Officer, they are contactable via email at lesley.g@chilternglassfibre.com, or via post to Rejel House, Murdock Road, Bedford, Bedfordshire, MK41 7PE.

Information we collect

We may collect the following information:

- Name(s)
- Invoicing addresses
- Delivery addresses
- Office addresses
- Email addresses
- Phone numbers
- Fax numbers
- Purchase / order history
- Bank account number
- Bank account sort code
- Bank card details

How we use the information we collect

We may use your information to:

- Process orders
- Provide customer service
- Arrange the delivery or provision of goods or services
- Notify you of changes / progress to orders
- Verify your identity
- Send you information or documentation that you have requested
- Make payments to you
- With permission, take payments from you for orders that you have placed
- Investigate and respond to any complaints made
- Ensure business policies are adhered to
- From time to time, we may use your information to contact you for market research purposes

What if I don't provide some or all of the information requested?

The impact of this will depend on what information you withhold, but the main impacts may be:

- We will not be able to process or fully process an order
- We will not be able to contact you and let you know of any issues with an order
- We will not be able to respond fully to requests or queries

What grounds (legal basis) are we processing the data under?

We process data for several reasons / obligations. These are;

- Contractual – We need the information to perform the contract for goods or services ordered/requested including payment, delivery etc.
- Legal – Should we be legally required to contact you concerning a purchase or service etc.
- Legitimate interest – Meaning that processing is in the interest of Chiltern Building Products Ltd. This allows us to manage the customer/supplier relationship effectively and efficiently and improve the goods and/or services we provide by better understanding how our provisions are used and other market research in our interest.
- Consent – Where you have given us consent to contact you etc.

Sale of the Business

In the event that we undergo re-organisation or are sold to a third party, information that we hold about you may be transferred to that re-organised entity or third party.

How we protect your data

We follow strict procedures to ensure that your information is stored in a safe way to prevent unauthorised access to, and loss, misuse or alteration of your personal information in accordance with UK data protection legislation.

Your rights regarding your personal information

If you are a resident of the European Economic Area, you have the following data protection rights:

- Correcting your information

You are entitled to have your personal information updated to ensure it is up to date and accurate. In order to change any personal information, you should contact our Data Protection Officer (contact details outlined above in 'about us' section).
- Obtaining a copy of your information

You have the right to receive a copy of the personal information that we hold of yours. You can obtain this by contacting our Data Protection Officer (contact details outlined above in 'about us' section).
- Deleting your information

You can request that we delete your personal information in certain circumstances. These will be specific to each case. You can do this by contacting our Data Protection Officer (contact details outlined above in 'about us' section). Please note that some personal information may need to be kept for legal reasons, in this situation you will be informed.
- Withdrawing consent

You have the right to withdraw your consent to any processing that is being done under your consent. This includes any marketing. To withdraw your consent, you must contact our Data Protection Officer (contact details outlined above in 'about us' section).
- Data Portability

You have the right to request that your data be given to another controller.
- Restricting processing

You can request a restriction on the processing of your data, however this can only be done in some limited circumstances. For example, if you are concerned over the accuracy of the data that we hold on you or we no longer need to hold your data, but you have requested us to keep it for you to aid you in a legal matter. You can do this by contacting our Data Protection Officer (contact details outlined above in 'about us' section).
- Right to object to processing

You have the right to request that we stop processing your data for marketing purposes as well as other limited circumstances. For example, the processing of your data by completely automated means or to not analyse your information for targeted content etc. You can do this by contacting our Data Protection Officer (contact details outlined above in 'about us' section).

Chiltern Building Products Ltd. have no current need or future plans to transfer your data to a third country or recipient outside of the European Economic Area. If this changes at any point in the future, this policy shall be updated and state:

- If the recipient of your data is covered by a commission adequacy decision
- Details of the safeguards put in place to ensure the security of your personal data or the risks that the transfer of your data brings.

Rights of complaint to the Regulator for Data Protection

The data protection laws in the UK are regulated and enforced by the Information Commissioner's Office (ICO). Each individual has the right to raise a concern/complaint to the ICO if they have any concerns about how their personal information and/or privacy is treated. You can do this via the ICO's website, email, their helpline or via post.

Helpline – 0303 123 1113

Email – casework@ico.org.uk

Postal address – Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow, Cheshire,
SK9 5AF

How long we hold your data

Some of the information that you provide us with will be necessary to complete a variety of tasks, for example, completing orders and provide services etc. Therefore, we may keep your information for a varying amount of time. In some cases, information must be held for legal purposes, other than these circumstances, we reserve the right to delete any information that you have provided us with after 2 years if your account has not been used. Before deleting your information.

Updates to the privacy policy

We may update this policy at any time without notice. In the event that this occurs, we shall tell you that we have updated the policy by emailing you at the email address you have provided to use.

Contacting us

If you have any questions regarding the privacy of your personal data that we hold please contact us via email, phone or post.

Email: lesley.g@chilternglassfibre.com

Phone: 01234 358666

Address: Rejel House,
Murdock Road,
Bedford,
Bedfordshire,
MK41 7PE