

# James Burrell

## Builders Merchants

### **PRIVACY NOTICE**

This is the Company's policy and statement in relation to data protection.

In order to operate we need to collect and use certain types of information about the people with whom it deals. These include current, past and prospective employees, clients, suppliers and others with whom we communicate. We are committed to protect this personal information whichever way it is collected, recorded and used, whether on paper, in a computer or recorded on other material and certain safeguards are in place to ensure this has been done in accordance with the General Data Protection Regulation (GDPR) 2018.

We take the issue of data protection very seriously and regard the lawful and correct treatment of personal information with the utmost importance to guarantee the successful operation of the Company and to maintain the confidence of those with whom we deal.

We will ensure that employees are training in GDPR principles and that they are fully aware of this policy and that they comply with its directions.

### **Collecting and Processing Personal Data**

We may collect personal data about you when you:

- Contact us by telephone, email, social media, letter or any form of messaging
- Visit any of our sites or trade stands
- Access our website
- Whenever you enter into a transaction with us
- When you discuss any possible transactions with us.

The sort of information collected is

- Your name
- Postal and email address
- Contact telephone numbers
- Date of birth (for credit account applications only)
- Financial information (for credit account applications only)
- Employment history, and qualifications (for employment applications only)
- Products you have bought or are interested in.

Under GDPR we will only process personal data for one of the following lawful reasons namely:

- Contractual necessity, for example to process your order
- Legitimate interests, for example send information on special offers
- Consent, for example send information on offers if you have not previously bought from the company
- Compliance with a legal obligation, for example storing account information such as invoice's for six years to satisfy HMRC obligations.

We do not sell any personal data to third parties, all data collected and stored will only be used by the company.

However we do use trusted suppliers and businesses in order to provide a high quality service to you such as manufacturers, IT companies who provide or maintain our IT systems, credit reference agencies when applying for a credit account and law specialists for debt recovery in the case of none payment. We will ensure that any such information passed on to third parties is secure and that those third parties data protection policies comply with GDPR.

We will share your data if we are required to do so by law – for example, by court order, or to prevent fraud or crime.

### **Your rights**

If we are relying on consent to process your personal data for example in marketing this consent must be freely given. You can withdraw consent at any time, your withdrawal of consent will be noted immediately and you will not receive any further direct marketing information.

You may access your personal data held by the company free of charge, on request.

If any information held is incorrect you have the right to have the data rectified, or completed if it is incomplete.

You have the right to request data to be erased or restricted if it is no longer necessary.

If you object to personal data being held on “grounds relating to your particular situation” we will stop processing it unless:

- compelling legitimate grounds for the processing, which override your interests, rights and freedoms which can be demonstrated; or
- the processing is for the establishment, exercise or defence of legal claims.

To withdraw consent relating to direct marketing you must contact:

The Marketing Manager  
James Burrell Limited  
Deptford Road  
Gateshead  
NE8 2BR  
[Marketing@jamesburrell.com](mailto:Marketing@jamesburrell.com)

To make a complaint, access personal data held or extend the right to have data rectified, completed or erased contact:

The Data Protection Manager  
James Burrell Limited  
Deptford Road  
Gateshead  
NE8 2BR  
[dataprotection@jamesburrell.com](mailto:dataprotection@jamesburrell.com)

### **Handling and Storing Personal Data**

We will ensure that personal data is securely stored whether this is manual, computerised or online data.

Particular care will also be taken to ensure that personal data is properly and securely disposed of.

We will only retain your personal data for as long as:

- it is needed for the purposes it was collected
- the law requires us to

In general, this means that we will only hold your personal data for a minimum of 1 year and a maximum of 7 years.

### **Other Data Processed**

We monitor electronic communications by employees including to websites and emails, to ensure that these systems are being used in accordance with our Email and Internet Access Policy.

All branches are monitored by CCTV footage for security and health & safety purposes. Any individuals entering a branch either as a customer, supplier, visitor or employee will be recorded on the CCTV system. This footage will be stored for no longer than 2 months unless there has been an incident. In this case the footage will be downloaded and stored until it is no longer required.

### **Review**

This policy will be reviewed annually and revised where it is considered appropriate to do so having regard to legislative change.

Signed: *S.J. Richardson* on behalf of James Burrell Limited

S. J. Richardson. Managing Director

Dated 1st November 2018