

# GDPR Compliant Privacy Notice (Customer and Third Party Contacts)

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Version 4. March 2024

GDPR Compliant Privacy Policy

## Introduction

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We are committed to protecting your privacy and maintaining the security of any personal information received from you. We strictly adhere to the requirements of the GDPR legislation in the UK.

We gather and use certain information about individuals in order to provide products and services and to enable certain functions on this website.

We also collect information to better understand how visitors use this website and to present timely, relevant information to them.

## What Are Your Rights

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

- The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us to find out more.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us to find out more.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

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For more information about our use of your personal data or exercising your rights as outlined above, please contact us.

If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected or deleted.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

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

This Policy will be updated from time to time and will be issued to you as and when this occurs.

## What We Need

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When you order or request information, we need to know basic personal information, which does not include any special types of information. This allows us to process and fulfil your order. You have the option to withhold personal information that is not required for the order process.

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information, such as postcode, preferences and interests
- Website usage data
- Other information relevant to client enquiries and the order process, bank details, and transactional data
- Other information pertaining to special offers and surveys

## How We Use Data/Why We hold it

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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:

- Process orders you have placed, and day to day account management

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- Keeping in Contact with you
- To improve the products and services we provide
- To contact you in response to enquiries and orders
- To customise the website for you
- To send you promotional emails about products, services, offers and other things we think might be relevant to you.
- To contact you via email, telephone or mail for market research reasons.

Collecting this data helps us understand what you are looking for in the company, enabling us to deliver improved products and services.

All the personal data we process is processed by our staff in the UK. It is processed and stored in line with the GDPR.

We will share your data with our sister company, Dura Id Solutions Ltd where we feel appropriate under legitimate interest. This information shared with our sister company is to offer you further products from companies under the Goonvean Holdings Group. The data that will be shared is specified below:

- your name
- company information including addresses previously provided to RH Fibreboard Containers Ltd
- contact details
- order information

There will be a periodic update of data as necessary, and this information will be updated across the two companies. This data will be processed in line with RH Fibreboard Containers Ltd data processing and retention policies, set out on this page.

For removal of data, any queries or for processing information, it is possible to contact both companies: [privacy@dura-id.com](mailto:privacy@dura-id.com) and [sales@rhfibreboard.co.uk](mailto:sales@rhfibreboard.co.uk) both for the attention of DPO Ross McConnell. If you have any queries specifically relating to how Dur ID Solutions Ltd will process your data, please see their Privacy Policy.

We do not sell, rent or exchange your personal information with any other third party, except to help prevent fraud, or if required to do so by law.

If you have agreed that we can use your information for marketing purposes, you can change your mind by sending an email to [sales@rhfibreboard.co.uk](mailto:sales@rhfibreboard.co.uk) or write to us at the address on the header.

## If you are an existing/previous Customer/Client

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You will receive information/communication from us in the future as it is contractual and transactional and/or you have asked us to do something before entering into a contract

## If you are a potential customer

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You must make an active choice and confirm to us that you will continue to receive information from us and that you consent to your contact details in our database. If you refrain from doing so we will no longer be entitled to retain your information and send information to you.

## How long will we keep your data for?

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**RH Fibreboard Containers Ltd will retain your details for as long as necessary for the purpose it was collected for.** We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the services to you, or (in the case of any contact or agreement you have with us) for as long as is necessary to provide support-related reporting and trend analysis only.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after you have closed your account or it is no longer needed to provide the Services to you.

## Changes to Data

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It is important that the personal information we hold on you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

## Data Protection Manager

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**We have appointed a Data Protection Officer at RH Fibreboard Containers Ltd, Tom Ziemski ([tziemski@equinox.uk](mailto:tziemski@equinox.uk))** to oversee compliance with this privacy notice. If you have any questions regarding this, please contact [sales@rhfibreboard.co.uk](mailto:sales@rhfibreboard.co.uk) and we will forward the request to the Officer.

## Security

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We will always hold your information securely.

To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards.

We also follow stringent procedures to ensure we work with all personal data in line with the General Data Protection Regulation.

**If there is a data breach or you have something that we need to investigate, please contact us immediately on [sales@rhfibreboard.co.uk](mailto:sales@rhfibreboard.co.uk) and our DPO officer Tom Ziemski [tziemski@equinox.uk](mailto:tziemski@equinox.uk)**

## The Website

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This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy.

## Use of cookies

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### What are cookies?

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

### What do we use cookies for?

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally. Most of the cookies we set are automatically deleted from your computer when you leave our website or shortly afterwards.

We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features. If you log into the website, application or a course as a registered user, your session cookie will also contain your user ID so that we can check which services you are allowed to access.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.



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Should users wish to deny the use and saving of cookies from this website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

This privacy notice relates to our Data Protection/GDPR company policy.