

BACKGROUND:

Name Plate Holders UK understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits these websites www.nameplateholdersuk.co.uk and www.dooranddeskplates.co.uk. Our Site/s 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.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is deemed to occur upon your first use of Our Site/s. If you do not accept and agree with this Privacy Policy, you must stop using our Site/s immediately.

1. Information About Us

Our Site/s are owned by Name Plate Holders UK an unlimited partnership registered in England.

Registered address: Point Farm, Dereham Rd, Litcham, Kings Lynn, Norfolk, PE32 2RP.

[Main trading address: As above.

[VAT number: GB 403 3478 95.

[Data Protection Officer: Valerie Horton.

Email address: name-plate-holders@fireflyuk.net

Telephone number: 01328 701621.

Postal Address: As above.

2. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site/s. Our Site/s may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

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

4. What Are My Rights?

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

- a) The right to be informed about our collection and use of your personal data. This

Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 12.

- b) The right to access the personal data we hold about you. Part 11 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 12 to find out more.
- d) 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 using the details in Part 12 to find out more.
- 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 or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- 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 or exercising your rights as outlined above, please contact us using the details provided in Part 12.

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 Data Do You Collect?**

Depending upon your use of Our Site/s, we may collect some or all of the following personal data:

- Name;
- Address;
- Email address;
- Telephone number including mobile;
- Business name;
- Job title;
- Profession;
- Payment information;
- Information about your preferences and interests regarding our products & services;
- IP address;
- Web browser type and version;
- Operating system;

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/order 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 will be used for the following purposes:

- Supplying our products or services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our products or services for you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email **AND/OR** post that you have requested
- Sending to you product samples as requested by you.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email **and or** telephone text message and or post with information and offers on our products or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

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 under a lawful basis.

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

Data is stored as Microsoft document files excel spreadsheets and hard copy paper files that are stored in lockable filing cabinets accessible only by the business partners.

Data may be transferred electronically via email, or by secure encrypted and password protected websites, by USB data stick and recordable Data CD/dvd.

We will only store or transfer your personal data within the European Economic Area (the "EEA"). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the GDPR or to equivalent standards by law.

We will seek your consent first should it be necessary to transfer your personal data to other countries outside of the scope above.

9. **Do You Share My Personal Data?**

We may sometimes contract with the following third parties to supply certain products **OR** services. These may include payment processing, delivery, and marketing. In some cases, those third parties may require access to some or all of your personal data that we hold.

- World-Pay – Payment processing, an online encrypted password protected system.. in which we are PCCI compliant)
- KASHFLOW – Accounting software for sending invoices, quotations, payments etc.

- Parcelforce/FedEx and Royal Mail – For delivery of goods.

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.

If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR, as explained 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 or complying with legal obligations, a court order, or the instructions of a government authority.

10. **Can I Withhold Information?**

You may access Our Site/s without providing any personal data at all. However, to use all features and functions available on Our Site/s you may be required to submit or allow for the collection of certain data.

11. **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 (where any such personal data is held). 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 12. It is the easiest way to tell us so that we can respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 14 days and, in any 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.

12. **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 (for the attention of Valerie Horton)

Email address: name-plate-holders@fireflyuk.net.

Telephone number: 01328 701621.

Address: Name Plate Holders UK, Point Farm, Dereham Rd, Litcham, Kings Lynn, Norfolk, PE32 2RP.

13. **Changes to this Privacy Policy**

We may change this Privacy Notice from time to time. This may be necessary, for example,

if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be immediately posted on Our Site/s and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Sites following the alterations. We recommend that you check this page regularly to keep up-to-date.

Rev 11/6/2018