



Hardwood Dimensions (Holdings) Limited group Companies

General Data Protection Regulations - Privacy Statement

The Hardwood Dimensions (Holdings) Limited group of companies comprises of three trading divisions, Hardwood Dimensions, Pendle Hardwoods and Devon Hardwoods (the Group). The Group is an independently owned timber importing, exporting and distributing company. The Group employs about 40 persons. The Group trades from two sites, one located in Manchester and the other near Sidmouth, Devon. The main establishment of the Group is within the UK. The Controller's lead supervisory authority is the UK Information Commissioner's Office. For the purpose of the General Data Protection Act 2018 we are considered the Data Controller.

The Group takes the privacy of its employee, customers and suppliers very seriously and this Privacy Policy is to help you understand how and what information we collect, how we use it and how your personal data can be updated and managed. We understand that people have different privacy concerns so our aim is to be clear about what we collect so you can make a choice on how we use it.

The data administrators can be contacted directly by emailing gdpr@hardwooddimensions.ltd.uk.

What Personal Data do we collect?

For account customers we may collect and process personal data such as name, address, email and phone number, payment details, date of birth, under certain circumstances additional proof of identity may be requested.

For non-account customers we may still collect personal data such as name, address, email and phone number when you place an order.

For employees we will collect and process personal data such as name, address, email, phone numbers, and bank account details, date of birth, NIC numbers, and emergency contact numbers.

CCTV monitoring

The Group sites are monitored and recorded on CCTV for the purposes of health and safety and security, you may be monitored if you visit our sites. The data will be held for up to 12 months.

By providing information and visiting our sites you are consenting to our use of this information within this Privacy Policy.

How we use your information

The Group will collect and use your personal data for the processing of sales orders, invoicing, credit checks with third party suppliers for account applications, correspondence and for any account or product related queries, requests or changes.

Why does the Group need to collect and store personal data?

We collect and store this information in order for us to provide you with a service. We need to collect personal data for correspondence sales and purchasing purposes. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes after the 25th May 2018 the Group would contact new contacts for additional consent. You can unsubscribe at any time by email (gdpr@hardwooddimensions.ltd.uk) inserting unsubscribe in the subject line.

In the case of employees the personal data will be used for the processing of payroll, insurance, pensions and other statutory requirements.

Recording of Communications

We may record communications such as telephone calls, emails, and faxes for the purpose of quality assurance, training, fraud protection and compliance.

Your rights as a Data Subject

At any point while we are in possession of or processing your personal data subjects, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organization.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- You have the right to complain direct to the group at gdpr@hardwooddimensions.ltd.uk or the ICO through their website www.ico.org.uk if you feel your rights have been breached.

How we use your Personal Data

The Group will process (collect, store and use) the information you provide in a manner compatible with the requirements of the General Data Protection Regulation 2018 (GDPR). We will endeavor to keep your information accurate and up to date, and not keep it for longer than is necessary. The group is required to retain information in accordance with the law, such as information needed for income tax, pension and audit purposes. The group will retain general data for varying periods of time dependent upon good practice. The group will retain certain kinds of personal data for an unlimited period in order to maintain pension archives and payment records.

We collect and process your personal data in order to;

- Perform contractual obligations between you and us, such as processing orders
- Conduct statistical analysis
- Improve the goods and services we offer to you
- Carry out security checks to prevent fraud
- Review purchasing preferences so we can better communicate to you
- Contact you with details of promotions and newsletters.

Cookies

We use cookies to monitor how many times you visit our website, what pages you visit and where you are connecting from. This helps us build a profile of our user base. Cookies are a small text file that we store locally on your connecting device.

You can disable cookies on any browser but if you chose to do so some of our website functions and features may not work. Further information about our website cookie policy can be found on the website.

Will the group share your data?

We may pass your personal data on to third-party service providers contracted to the Group in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide you on our behalf. When they no longer need your data to fulfil this service, they will erase the details in line with the group's procedures.

- We may share your Personal Data with third parties to provide services on our behalf such as delivery of goods, email communications and analysis of data to improve our goods and services we offer.
- If we wish to pass any sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.
- We may also pass your details onto external agencies including law enforcement to help prevent unlawful activities.

Marketing Communication

We would like to contact you by email about our products and services, and promotions that we believe will be of interest to you. If you would like to stop receiving these at any point after you have opted in you can click 'unsubscribe' on any email or email us at gdpr@hardwooddimensions.ltd.uk inserting unsubscribe in the subject line.

Securing Personal Data

- We will use technical and organizational measures to protect your personal data
- Data is secured securely on a servers behind managed firewalls
- Nightly backups of data to ensure no data is lost
- Data transfer by FTPS only to keep it secure
- Payments are encrypted with trusted providers

Along with these we have established new policies and procedures to ensure existing staff and new employees are trained to ensure that your personal data is protected which is our priority. Whilst all reasonable efforts have been made to protect your personal data we can never fully guarantee its security. If you have any specific concerns please contact us at gdpr@hardwooddimensions.ltd.uk.

Privacy Policy Review

From time to time we may change our privacy policy to adapt to changing requirements, best practices and legislative changes, we would advise you to check for the most up to date version of this policy statement.

How to contact us

Contact: The Data Administrator

Telephone: 0161 872 5111

Email: gdpr@hardwooddimensions.ltd.uk