

GDPR: DATA PRIVACY NOTICE FOR CLIENTS AND SUPPLIERS

Introduction

Quickchange Product Limited ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use <https://quickchange.co.uk/new/terms-conditions/> and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who Are We?

Quickchange Products Limited is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: Hall Mews, Clifford Road, Boston Spa, West Yorkshire, England, LS23 6DT. For all data matters contact Richard Barrington-Hirst on (0)1937 842938.

3. The Purpose(s) of Processing Your Personal Data

We use your personal data for the following purposes:

- To manage our employees;
- To maintain our own accounts and records;

- To inform individuals of news, events or activities;
- You may give us information about you by filling in forms on our site www.quickchange.co.uk (our site) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to our service, search for a product, place an order on our site, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey and when you report a problem with our site.
- To respond to enquiries and to bring you news and offers. We use your personal data for customer care and for personalised communication of product and service information. In order to ensure that you receive relevant and personalised communications, we will use your data to create an individual customer profile and we may share your personal data. This may include data you have provided, or which is generated via your online trends, for example contact details, preferences, customer history, product history and online behaviour.
- To comply with our legal obligations to law enforcement, regulators and the court service. We may be legally required to provide your information to law enforcement agencies, regulators and courts and third party litigants in connection with proceedings or investigations anywhere in the world. Where we are permitted to do so, we will direct any such request to you or notify you before responding unless to do so would prejudice the prevention or detection of a crime.

4. The Categories of Personal Data Concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

- Personal data
The personal data you give us may include your name, address, e-mail address, social media information and phone number, financial and credit card information, personal description and photograph

5. What Is Our Legal Basis for Processing Your Personal Data?

a) Personal data (article 6 of GDPR)

Our lawful basis for processing your general personal data:

<input type="checkbox"/> Consent of the data subject;	*INCLUDE A GDPR CONSENT FORM
<input type="checkbox"/> Processing necessary for the purposes of the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of the data subject	To conduct our daily business with our staff, customers and suppliers

b) Special categories of personal data (article 9 of GDPR)

We do not process special categories of data.

6. Sharing Your Personal Data

Your personal data will be treated as strictly confidential.

If we sell all or part of our business, or are otherwise involved in a merger or business transfer, or in the unlikely event of bankruptcy, we may transfer your personal information to one or more third parties as part of that transaction.

There may be instances where the law requires we disclose your personal information to respond to subpoenas, court orders, or other legal process, to respond to a request of cooperation from a law enforcement or another government agency.

We may transfer your personal information to a third party if we're under a duty to disclose or share it in order to comply with any legal obligation.

We may sell, rent lease or give away your personal data to any third party.

We may disclose your personal information to our third party service providers for the purposes of providing you services to us or directly to you on our behalf e.g. Event Management companies, advertising and marketing agencies, lead management providers or administrative service providers.

7. How Long Do We Keep Your Personal Data?

We keep your personal data for no longer than reasonably necessary for a maximum period of 7 years in case of any legal claims/complaints; for safeguarding purposes etc

8. Providing Us With Your Personal Data

We require your personal data as it is a requirement necessary to enter into a contract.

9. Your Rights and Your Personal Data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- THE RIGHT TO WITHDRAW YOUR CONSENT TO THE PROCESSING AT ANY TIME, WHERE CONSENT WAS YOUR LAWFUL BASIS FOR PROCESSING THE DATA;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

10. Transfer of Data Abroad

We do not transfer personal data outside the EEA.

11. Automated Decision Making

We do not use any form of automated decision making in our business

12. Further Processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

13. Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

14. How to Make a Complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Protection Officer on 01423 322110.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](#) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

COOKIE POLICY

INFORMATION ABOUT OUR USE OF COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Except for essential cookies, all cookies will expire after 12 months.