

Bespoke Concrete

PRIVACY NOTICE FOR CUSTOMERS

Introduction

Bespoke Concrete collects and processes information, or personal data, relating to its customers to manage the working relationship. This personal information may be held by Bespoke Concrete on paper or in electronic format.

Bespoke Concrete is committed to being transparent about how it handles your information, to protecting the privacy and security of your information and to meeting its data protection obligations under the General Data Protection Regulation ("GDPR") and the Data Protection Act 2018. The purpose of this privacy notice is to make you aware of how and why we will collect and use your information both during and after your working relationship with Bespoke Concrete. We are required under GDPR to notify you of the information contained in this privacy notice.

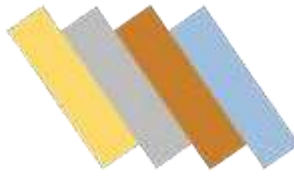
This privacy notice applies to all current and former customers. It is non-contractual and does not form part of any other contract.

Data protection principles

Under the GDPR, there are six data protection principles that Bespoke Concrete must comply with. The personal information we hold about you must be:

1. Processed lawfully, fairly and in a transparent manner.
2. Collected only for legitimate purposes that have been clearly explained to you and not further processed in a way that is incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to those purposes.
4. Accurate and where necessary, kept up to date.
5. Kept in a form which permits your identification for no longer than is necessary for those purposes.
6. Processed in a way that ensures appropriate security of the data.

At Bespoke Concrete we value your privacy and want to be clear about the data that we collect. Please be assured that we never have or ever will sell your information to any third party. Your information is used for our database to enable us to facilitate trading with your company and general correspondence with your staff. We may also use this information to occasionally send product details and/or brochures regarding our products. We may pass relevant information only to suppliers where necessary, such as to facilitate a delivery of goods to you. We may also provide you with the contact information of our suppliers where relevant to a particular order with you. Our suppliers will have already authorised us to pass on any relevant information to you.



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Your Company Details

We hold this information on paper securely in our office and/or on our secure server and/or within our accounting software as an account record for you. This information includes:

- Company Name
- Company Address
- Company registration information
- VAT number/status
- Company Buyer / Sales / Accounts / Key employee contact information
- Telephone / Fax numbers
- Email address
- Details of orders placed by you
- Details of invoices issued to you
- Details of payments made by you
- Details of transactions queried and the outcome
- Trading reference requests
- Details of your products or services
- Drawings of our company product relevant to the job in progress (if applicable) • Project drawings supplied by your end customer (if applicable)
- Your end customer details (If applicable):

Your end customers' details as required to process an order through to delivery, which may include their names and contact telephone numbers, site delivery address and any other contact information (we may also pass this information on to our delivery company in order to facilitate the delivery of goods. Delivery companies are only supplied with the company name and address, delivery site address and site contact information and will hold no personal information outside of what is essential.

If you pass your customers/suppliers details onto us, this signifies that you also comply with the new General Data Protection Regulation (GDPR), and that you have made your customers/suppliers aware of what you do with their data and that they have given you permission to use it in this way.

If you have any questions or require any further information, please email askus@bespokeconcrete.co.uk.