

GDPR Compliant Privacy Notice (Customer and Third Party Contacts)

Version 5. March 2025

GDPR Privacy Notice

Introduction

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.

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

The personal data that we use is set out in Part 4.

What Are Your Rights

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.

18 Knights Road, Chelston Business Park, Wellington, Somerset TA21 9JH. Tel. (01823 663918) Fax. (01823 665560)

- 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.

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 Notice will be updated from time to time and we encourage you to check our website regularly to see the latest version.

What We Need

When you order or request information, we need to know basic personal information, which does not include any special category data. 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 and preferences
- 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
- 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 and offers 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 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 protection and retention policies.

For removal of data, any queries or for processing information, please contact us by sending an email to sales@rhfibreboard.co.uk

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.

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 / post / phone with information, news, and offers on our products and 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.

If you are an existing/previous Customer/Client

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

You must make an active choice and confirm to us that you are happy 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 we will keep your data for and where we store it

RH Fibreboard Containers Ltd will retain your details for as long as necessary for the purpose it was collected for and no longer than 7 years. 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.

We will only store or transfer your personal data within the UK and 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.

Changes to Data

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 Officer

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

Security

We will always process 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 and our DPO officer Tom Ziemski tziemski@equinox.uk

The Website

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

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.

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.

We use the following cookies on our website:

Necessary

Necessary cookies are required to enable the basic features of this site, such as providing secure log-in or adjusting your consent preferences. These cookies do not store any personally identifiable data.

Cookie: cookieyes-consent

Duration: 1 year

Description: CookieYes sets this cookie to remember users' consent preferences so that their preferences are respected on subsequent visits to this site. It does not collect or store any personal information about the site visitors.---

Functional

Functional cookies help perform certain functionalities like sharing the content of the website on social media platforms, collecting feedback, and other third-party features.

Cookie: _lscache_vary

Duration: 2 days

Description: Litespeed sets this cookie to provide the prevention of cached pages.---

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Analytics

Analytical cookies are used to understand how visitors interact with the website. These cookies help provide information on metrics such as the number of visitors, bounce rate, traffic source, etc.

Cookie: SNID

Duration: 1 year 1 month 4 days

Description: Snitcher sets a cookie named 'SNID', with a lifetime of 2 years, and with the purpose to distinguish between visitors.

Cookie: _ga_*

Duration: 1 year 1 month 4 days

Description: Google Analytics sets this cookie to store and count page views.

Cookie: _ga

Duration: 1 year 1 month 4 days

Description: Google Analytics sets this cookie to calculate visitor, session and campaign data and track site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognise unique visitors.

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

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