

## **Privacy Notice for Boxford Holdings Limited**

Boxford Holdings Limited treats the privacy of its customers, suppliers, employees and website users very seriously and we take appropriate security measures to safeguard your privacy. This Policy explains how we protect and manage your personal data you share with us and we hold about you, including how we collect, process, protect and share that a data.

We store and process your personal data as we have a Legitimate Interest in doing so in order to manage and administer our relationship with you.

### **How we obtain your personal data**

**Information you give us.** You may give us information about you by filling in forms on our sites or by corresponding with us by phone, email, in writing or otherwise. This includes but is not limited to information you provide when you open an account, request quotations, register for email alerts, request literature, sign-up for newsletters. The information you give us may include your name, address, email address and other contact information, financial and debit/credit card information as well as other personal information.

**Information we receive from other sources.** We only obtain information from third parties if this is permitted by law. We may also use legal public sources to obtain information about you. We may combine the information you give to us and information we collect from other sources. We may use this information and the combined information for the purposes set out in this Privacy Notice (depending on the types of information we receive).

### **How we use your personal data**

We may use information held about you in the following ways:

- to provide you with any services and/or information you request from us (which includes carrying out any obligations arising from any contracts entered into between you and us);
- to notify you about changes to our service;
- to provide you with information by post, email, telephone or otherwise about products and services of a similar nature to those you have previously purchased or expressed an interest in which are offered by the Company and which we think may be of interest to you. You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by contacting us by post or email using the details in the “Contact Us” section of our website. You can also unsubscribe from marketing emails by following the unsubscribe instructions included in every email;
- to improve our sites to ensure that content is presented in the most effective manner for you and for your computer;
- to measure or understand the effectiveness of content we serve to you and others, and to deliver relevant content to you;

- as part of our efforts to keep our sites safe and secure and to prevent and detect money laundering, financial crime and other crime.

## **Disclosure of your information**

We will keep information about you confidential. We will never sell, trade, or rent your personal information to others. However, we may share your information with selected third parties including:

- our partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you,
- governmental or judicial bodies or agencies to comply with our legal and regulatory obligations;
- fraud prevention agencies, other companies and organisations to prevent or detect financial and other crime;

## **Cookies, analytics and web beacons**

We do not use cookies on our website.

When we send you an email, we may track whether you have opened that email and whether you have clicked any links it may contain. This helps us measure the performance of our email campaigns. We do this by using web beacons in emails we send. Web beacons allow us to collect information about when you open the email, your IP address, your browser or email client type, and other similar details.

## **Where we store your personal data**

We store your data on our secure servers in the United Kingdom and retain it for a reasonable period or as long as the law requires. However, your data may be transferred to, stored at, and processed at a destination inside or outside the European Economic Area by our partners or service providers. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Notice.

## **Safeguarding your personal data**

The internet is an open medium and we cannot guarantee that any information you send to us by email or via our sites will not be intercepted or tampered with; any transmission is at your own risk.

We run a secure UCC Certificated Exchange Server with a TLS secure encrypted connection between our multilayer packet inspected firewall gateway and our Internet mail carrier service, Websense that sweeps our emails for malware, viruses and spam, and provide protected mail routing, buffering and filtering.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **Links to external websites**

Our sites may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies or how such websites collect and use your data. Please check these policies before you submit any personal data to these websites.

## **Your rights as an Individual**

The General Data Protection Regulations grants you the following rights over the information we hold about you.

**Right to be Informed** You have a right to be informed and as such we have provided you with details of the information processing we undertake in this Privacy Notice.

**Right of Access to information** You have the right to request a copy of the personal information we hold about you. If you would like a copy of some or all of this information you may contact us by telephone on 01422 324810 or you may write to us at our registered office address: Boxford Holdings Limited, 100 Dewsbury Road, Elland West Yorkshire, HX5 9BG. Information provided under this right will be provided free of charge, without delay and at the latest within one month of receipt of the request.

**Right to Rectification** If any of the information we hold is inaccurate or incomplete, you can ask us to make any necessary amendments. Any request for personal data to be rectified will be processed within one month. If we are not taking any action in response to the request we will explain to you why we have made that decision.

**Right of Erasure** You have the right to have personal data erased and to prevent processing where the personal data is no longer necessary in relation to the purpose for which it was originally collected or processed. concerning you without undue delay.

**Right to Restrict Processing** You have the right to block or suppress processing of personal data. When processing is restricted, we may retain personal information, but only to ensure the restriction is respected in future.

**Right to Object** You have the right to object, on grounds relating to your particular situation, at any time to the processing of personal information concerning you. We shall no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of you or for the establishment, exercise or defence of legal claims.

**Right to not be subject to decisions based solely on automated decisions** We do not carry out any automated processing, which may lead to an automated decision based on your personal data.

**Invoking your Rights** If you would like to invoke any of the above data subject rights with us, please write to The Data Manager, Boxford Holdings Limited, 100 Dewsbury Road, Elland, West Yorkshire, HX5 9BG.

### **Questions and Queries**

If you have any questions or queries which are not answered by this Policy Notice, or have any potential concerns about how we may use the personal data we hold, please contact The Data Manager, Boxford Holdings Limited, 100 Dewsbury Road, Elland, West Yorkshire, HX5 9BG

### **If you have a complaint**

If you have a complaint regarding the use of your personal data or sensitive information then please contact The Data Manager, Boxford Holdings Limited, 100 Dewsbury Road, Elland, West Yorkshire, HX5 9BG. The Company will review your complaint and do its best to help.

If your complaint is not resolved to your satisfaction and you wish to make a formal complaint to the Information Commission Office (ICO), you can contact them on 0303 123 1113.