

# Privacy Notice

This policy statement is designed to give a clear explanation of Clesse UK's data processing practices. Clesse UK will be the data controller of any personal data that you submit when you register as a customer or place a direct order. Clesse (UK) Limited is registered with the Information Commissioner as a data controller under registration number ZA328109.

## What information do we collect from you?

As a supplier, Clesse UK needs to keep and process information about you. The information we hold and process will be used for management and administrative use only. We will keep and use it to:

- enable us to run the business and manage our relationship with you effectively, lawfully and appropriately
  - o during the sales process;
  - o whilst we are supplying or procuring goods;
  - o at the time when business stops and after your account has been closed.

This includes using information to enable us to comply with any legal requirements, pursue the legitimate interests of the Company and protect our legal position in the event of legal proceedings.

If you do not provide this data, we may be unable in some circumstances to comply with our obligations and provide you with an appropriate level of service.

## Information you give us

This is information about you that you give us by filling in forms on our site [www.clesse.co.uk](http://www.clesse.co.uk) (our site), live-chat or by corresponding with us by phone, e-mail or otherwise. The information you give us may include:

- Personally identifiable information about you, such as your your name, address, company, telephone/fax number, your email address, purchasing, credit or debit card details (where relevant) and delivery address;
- Non-Personally identifiable information such as anonymous usage data, referring/exit pages and URLs, platform types, number of clicks etc to help us understand marketing patterns, product interest and to optimize our website for a better experience. Non-personally identifiable information may be stored indefinitely.



**Call Recording**

Telephone calls are recorded or monitored, for example calls to our sales or technical team. Call recording and monitoring may be carried out for the following purposes:

- training and quality control;
- as evidence of conversations.

**Why do we collect this information?**

We use the information that you give to us in the following ways:

- Internal record keeping;
- For registration purposes and to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- We may use the information to improve our products, services and to provide product support;
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided;
- To grow our business and to keep customers informed enabling them to grow their business by providing better solutions;
- To notify you about changes to our service;
- To improve products and services on our site to ensure that content is presented in the most effective manner for you and for your computer.

Customers	Suppliers
• to respond to your enquiries;	• to respond to your enquiries;
• to keep you informed about our products and services;	• to keep you informed about our products and services;
• to process your orders;	• to process your orders;
• to manage your account, including carrying out identity checks where relevant;	• to manage your account, including carrying out identity checks where relevant;
• to manage your credit account (if applicable) including carrying out credit checks;	• to manage your credit account (if applicable) including carrying out credit checks;
• to track activity on our site and to provide a more personalised online experience;	• to track activity on our site and to provide a more personalised online experience;
• to link with social media sites and services, for example, for advertising purposes;	• to link with social media sites and services, for example, for advertising purposes;
• to notify you about important changes or developments to our site or services;	• to notify you about important changes or developments to our site or services;
• to manage deliveries, returns and refunds;	• to manage deliveries, returns and refunds;
• for product liability purposes;	• for product liability purposes;
• to deal with enquiries and complaints;	• to deal with enquiries and complaints;
• for claims management and insurance purposes;	• for claims management and insurance purposes;
• for record keeping purposes.	• for record keeping purposes.

**Who might we share your information with?**

We will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you, for instance we may need to pass on certain information (address, contact details) to our contracted couriers to deliver a service.



### **Storage and protection of your data.**

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. The servers and cloud storage that we use to store personally identifiable information are kept in a secure environment.

### **How long do we keep hold of the information?**

Business to business (Including personally identifiable data) – 7 years from last sales transaction

Business to consumer (Including personally identifiable data) – 7 years from last sales transaction

Non-Personally identifiable data – Indefinitely

If in the future we intend to process your personal data for a purpose other than that which it was collected for we will provide you with information on that purpose and any other relevant information, including the opportunity to opt in.

### **Cookies**

An HTTP cookie (also called web cookie, Internet cookie, browser cookie, or simply cookie) is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. Cookies were designed to be a reliable mechanism for websites to remember stateful information (such as items added in the shopping cart in an online store) or to record the user's browsing activity (including clicking particular buttons, logging in, or recording which pages were visited in the past). They can also be used to remember arbitrary pieces of information that the user previously entered into form fields such as names, addresses, passwords, and credit card numbers.

### **Your Rights**

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.



### Contact Us

If you would like to request access to the information, we have on you or have any concerns as to how your data is processed you can contact:

Data Officer  
Clesse (UK) Limited  
Unit B Drakes Broughton Business Park  
Worcester Road  
Pershore  
WR10 2AG  
**Tel:** (+44) 01905 84 20 28  
**Email:** [dataofficer@clesse.co.uk](mailto:dataofficer@clesse.co.uk)

To opt out of being tracked by Google Analytics across all websites visit:  
[Google Analytics Opt Out Addon](#)

**CLESSE (UK) LTD**  
Drakes Broughton Business Park  
Worcester Road  
Drakes Broughton  
Pershore  
Worcestershire  
WR10 2AG

**Tel:** 0044 (0) 1905 842020

**Fax:** 0044 (0) 1905 842021

**Email:** [sales@clesse.co.uk](mailto:sales@clesse.co.uk)

[www.clesse.co.uk](http://www.clesse.co.uk)

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