

# **SRS FRIGADON - PRIVACY POLICY**

## **AIM**

The aim of this policy is to provide you with information about the following:

- What information we collect from you and why;
- How we use this information; and
- How you can access and manage your information.

We are committed to protecting and preserving your information, being transparent about what data we hold and how we use it.

## **SCOPE**

This policy applies to anyone who uses the websites of, or who buys or uses any of the services provided by SRS Frigadon Ltd. When we refer to “we” or “our” or “SRS Frigadon” we are referring to SRS Frigadon Ltd.

## **OVERVIEW**

We collect information about your business when you enquire, buy or use any of our services. We will not share, pass on or sell your information to anyone.

By using any of our services or visiting our websites you agree to our use of your information as set out in this privacy policy. This privacy policy forms part of and should be read in conjunction with the terms and conditions on our websites and any additional terms you are provided with in relation to our services.

## **INFORMATION WE COLLECT**

### **1.) Information you give us**

When you make an enquiry or place an order with us for any of our services we will need certain information to process your order. This may be information such as your name, private/business email or postal address, telephone or mobile number, date of birth, to help us identify you and to provide a service to you. We may ask for other information that relates to the service you are enquiring about or ordering.

If you complete any survey or enter any competitions we may ask for information about you, which we will make clear to you at the time and for the purpose we will be using this information.

### **2.) Information we automatically collect**

We will automatically collect information:

- when you visit our websites, we may collect and process information about your usage of these by using “cookies” and other similar technologies (see Cookies section

below) to help us make improvements to the websites and to the services we make available.

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3.) Information we receive from other sources.

We may receive personal information about you from third parties, such as credit reference agencies (CRAs) or fraud prevention agencies (FPAs) – see Credit Checks section below.

## **HOW WE USE INFORMATION**

The information we collect helps us to ensure the provision of information and services to you.

We use the information collected for example to:

- process your enquiries, orders
- carry out credit checks and to manage your accounts - see Credit Checks section below;
- monitor, record, store and use any telephone, e-mail or other electronic communications with you in order to provide the information and services requested;
- tell you about changes to our websites, services or terms and conditions;
- carry out any marketing analysis, profiling or create statistical or testing information to help us personalise the services we offer you and to understand what our customers want;
- recover any monies you may owe to us for using our services;
- analyse our services with the aim of improving them;

## **CREDIT CHECKS**

When you apply to buy products and services from us we may carry out a credit check on the business and its directors/owners. This means we may need to check certain records about you, these may include:

- our own records;
- records at CRAs. Information on applications for our products and services will be sent to CRAs. When CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other organisations. They supply to us both public (including the electoral register) and shared credit and fraud prevention information. If you tell us about a spouse or financial associate, we will link your records together. CRAs also link your records together, and these searches will be recorded by CRAs. We may disclose information about how you run your accounts to the CRAs;
- records at FPAs. We and other organisations may access and use from other countries the information recorded by FPAs; or
- if you are a director of an organisation, we will seek confirmation from CRAs that the residential address that you provide is the same as that shown on the restricted register of directors' usual addresses at Companies House.

It is important that you give us accurate information. If you give us false or inaccurate data and we suspect fraud we will record this with the FPAs.

## **SHARING INFORMATION**

We will only share your information with organisations outside SRS Frigadon Ltd:

- with your consent if we are using information for a purpose other than as set out in this Privacy Policy;
- involved in the running or managing of your accounts or providing services to you for us (e.g. customer support, or a courier company if you have asked us to send something to you);
- to help us improve the services we are providing;
- as part of the process of selling our business;
- as part of current or future legal proceedings;
- in response to properly made requests from law enforcement agencies for the prevention and detection of a crime, for the purpose of safeguarding national security or when the law requires us to, such as in response to a court order or other lawful demand or powers contained in legislation; or
- in response to properly made requests from regulatory bodies such as the Information Commissioners Office. We will need to provide them with the relevant information we hold relating to your account.

Where we share your information with third parties who help us provide the services they are required to follow our express instructions in respect of the use of your personal information and they must comply with the requirements of the Data Protection Act 1998 or any other relevant legislation to protect your information and keep it secure.

## **HOW LONG DO WE HOLD YOUR INFORMATION**

The time period for which we keep information varies according to what the information is used for. Unless there is a specific legal requirement for us to keep information, we will keep your information for as long as it is relevant and useful for the purpose for which it was collected (and which you agreed to).

We will continue to hold information about you if you do not become our customer, We will only hold such information for such periods as is necessary for the purpose of dealing with enquiries for services you may be interested in, complying with any legal obligation and for crime and fraud prevention and detection.

## **ACCESSING YOUR INFORMATION**

The Data Protection Act 1998 entitles you find out what information we hold about you. If you want to find out what information we hold you will need to submit a request in writing to c/o The Data Controller, SRS Frigadon Ltd, 6 Church Green, Atherstone on Stour, Stratford Upon Avon, CV37 8NE

We may ask you to provide us with proof of your identity to make sure we are giving your information to the right person.

To help us process your request you will need to provide the following information:

- account number(s);
- telephone number(s);
- address; and

If any of your information is incorrect or your personal details have changed you can notify us in writing, and we will update your details

## **MARKETING PREFERENCES**

Where you have agreed to us contacting you either when you joined, we will contact you with details of products and services that we believe you may be interested in. If you change your mind and do not want to us to send you marketing messages you can do this in a number of ways:

- writing to us at the contact details set out in the Contact Us section below;
- calling on the phone number set out in the Contact Us section below; or
- changing your cookie settings –see Cookies section below.

If you notify us in any of the above ways we will stop sending you the marketing messages that you don't want, but we will still need to send you service related messages including changes to services or terms and conditions.

## **COOKIES**

Our websites uses cookies. Cookies collect information about your use of our website and any of our mobile applications you download, including things like your connection speed, details of your operating system, the time and duration of your visit and your IP address. The information collected by cookies enables us to understand the use of our site, including the number of visitors we have, the pages viewed per session, time exposed to particular pages etc. This in turn helps us to provide you with a better experience, since we can evaluate the level of interest in the content of our website and tailor it accordingly. We will not attempt to personally identify you from your IP address unless required to as a matter of law or regulation or in order to protect our, or our other customers', rights.

Most browsers automatically accept cookies. You can set your browser options so that you will not receive cookies and you can also delete existing cookies from your browser. However, you may find that some parts of the site will not function properly if you disable cookies.

## **PROTECTING YOUR INFORMATION**

We take protecting your data seriously and will do our utmost to employ appropriate organisational and technical security measures to protect you against unauthorised disclosure or processing. Unfortunately, we cannot guarantee the security of transmitting information via the internet. We have tried to create a secure and reliable website for our users. However, we have no responsibility or liability for the security of personal information transmitted via the internet.

## **CHANGES TO PRIVACY POLICY**

Please note that this policy will be reviewed and may change from time to time. The revised policy will be posted to this page so that you are always aware of the information we collect, how we use it and under what circumstances we disclose it.

## **CONTACT US**

If you feel we have breached your privacy, want us to update your marketing preferences, or amend your information, please contact us

In writing at:

SRS Frigadon Ltd  
6 Church Green,  
Atherstone on Stour  
Stratford upon Avon  
CV37 8NE

By phone at:

01789 450982