

Privacy Notice—GDPR Compliant

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

Who we are

Nagels UK Limited collects uses and is responsible for certain personal information about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

Information collected by us

In the course of *relevant activities* we collect the following personal information when you provide it to us:

- Names of persons, delivery address and other categories of personal data.
- Email addresses, telephone and fax numbers, bank or building society details if relevant.

Information collected from other sources

We also obtain personal information from other sources as follows:

- external credit reference agencies, HMRC, partnership companies.
- Nagels UK Ltd operate online ordering for customers which may provide additional personal information such as home addresses, personal email addresses, vehicle registration details etc.

How we use your personal information

We use your personal information to:

- process your order
- to communicate with you on all stages of your order
- to communicate with you on aftersales service relating to the delivery of your order
- To discuss new products and services we provide which may be of interest to your business.

Who we share your personal information with

We routinely share your name, address, email and telephone numbers with our production and or third party suppliers. This data sharing enables them to despatch the goods you ordered directly to you.

We will share personal information with law enforcement or other authorities if required by applicable law.

We will not share your personal information with any other third party.

Whether information has to be provided by you, and if so why

The provision of personal data (e.g. name, address, delivery address etc) is required from you to enable us to fulfil our services to you and complete orders placed with us. We will inform you at the point of collecting information from you, whether you are required to provide the information to us.

How long your personal information will be kept

- We will hold name, address and contact details for as long as we supply goods to you. The information will be retained in accordance to the legal guidelines set by HMRC and/or other legal requirements.

Reasons we can collect and use your personal information

We rely on fulfilling our obligation as a supplier as the lawful basis on which we collect and use your personal data. Our legitimate interests are the supply of goods and services and to notify you of new products and services which may be of interest to you.

Transfer of your information out of the EEA

We may transfer your personal information to the following which are located outside the European Economic Area (EEA) as follows:

- Canada (Nagels NA) in order to provide your name and address details so that our overseas suppliers can send you the goods you have ordered.
- Australia (ColleaguesNagels) in order to provide your name and address details so that our overseas suppliers can send you the goods you have ordered.

Such countries do not have the same data protection laws as the United Kingdom and EEA. Whilst the European Commission has not given a formal decision that such countries provide an adequate level of data protection similar to those which apply in the United Kingdom and EEA, any transfer of your personal information will be subject to our own contractual terms.

If you would like further information please contact us (see 'How to contact us' below). We will not otherwise transfer your personal data outside of the United Kingdom OR EEA or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

Your rights

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit this data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individual's rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us,
- Let us have enough information to identify you e.g. account or order number, name, user name registration details.
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and,
- Let us know the information to which your request relates, including any account or reference numbers, if you have them.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses

and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to this privacy notice

This privacy notice was published on 24 May 2018 and last updated on 25 May 2018.

We may change this privacy notice from time to time, when we do we will inform you via letter or email.

How to contact us

Please contact us if you have any questions about this privacy notice or the information we hold about you.

If you wish to contact us, please send an email to jim@nagels.co.uk or write to Nagels UK Ltd, 4 Milestone Business Park, Oslo Road, HULL HU7 0YN or call 01482 873597.