

PRIVACY & DATA PROTECTION POLICY

WESTVALE LTD

We understand that privacy and the security of your personal data is extremely important and we're committed to ensuring that any personal data we collect from you is lawfully managed under the terms of the General Data Protection Regulation (EU) 2016/679 ('GDPR'). This policy sets out the basis on how we collect your information, what we do with your information and what we do to keep it secure. It explains your rights over any personal information we hold about you and how you can instruct us if you prefer to limit the use of that information.

What sort of information do we hold?

- Information that you provide to us such as your name, address, email address, phone number and bank account details.
- Information about what products you have purchased from us.
- Information from other sources such as credit agencies.

What is the legal basis for processing your information?

We will only process your personal data for the purposes for which we collected it. If we need to process your personal data for an unrelated purpose, we will provide notice to you and if required by law, seek your consent.

- We gather this information to allow us to make our services available to you and to process your requests accordingly.
- The information may be used to communicate with you on any matter relating to the provision of the service in general.
- We may also use gathered information and statistics for the purposes of monitoring web site usage in order to help us develop the web site and our service and may provide such information to third parties. These statistics will not include information that can be used to identify any individual.
- Information from credit reference agencies and credit insurers may be used in making credit decisions such as setting credit limits and payment terms.
- We may process your personal data without your knowledge or consent where required by law or regulation.

Who might we share your information with?

- We use partners and suppliers in aspects of our service delivery and we may share your information with them in order to allow them to provide you with a service.
- We will not supply your email address to external agencies for promotions and for tracking your responses to specific communications.
- We may need to disclose your personal data where we are under a legal obligation.
- We may need to disclose your information to protect our rights, property or safety and this may include exchanging information with third party organisations for the purposes of fraud protection and credit risk reduction.
- Should the business be sold, your details may be disclosed to our advisers and prospective purchasers' advisers and will be passed on to the new owners of the business so that they can continue to provide the service that we currently provide. We will require the purchaser

to follow the practices disclosed in our privacy policy or to give you at least 3 months' notice of any proposed changes.

How we protect your information –

All information you provide to us is stored on our secure servers. We have implemented appropriate physical, technical and organisational security measures designed to secure your personal data against accidental loss and unauthorised access, use, alteration or disclosure. In addition, we limit access of personal data to those employees, agents, contractors and other third parties that have a legitimate business need for such access. We require all our third-party service providers to implement appropriate security measures to protect your personal data consistent with our policies. We do not permit our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes in accordance with our instructions.

Rights of access, erasure and objection –

It is important that the data we hold about you is accurate and current. Please keep us informed if any details need to be changed. By law you may have the right to request access to and correct the personal data that we hold about you, or object to the processing of your personal data under certain circumstances. You may also have the right to request that we transfer your personal data to another party. If you want to review, verify, correct or request erasure of your personal data, object to the processing of your personal data or request that we transfer a copy of your personal data to another party, please contact us at info@westvalextextiles.co.uk or in writing to Westvale Ltd, Blackberry Business Centre, Brambleside, Bellbrook Industrial Estate, Uckfield, East Sussex, TN22 1QQ.

We may request specific information from you to help us confirm your identity and your right to access and to provide you with the personal data that we hold about you or to make your requested changes. Applicable law may allow or require us to refuse to provide you with access to some or all of the personal data that we hold about you, or we have destroyed, erased, or made your personal data anonymous in accordance with our record retention practices. If we cannot provide you with access to your personal data, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

How long will we keep your information?

Except as otherwise permitted or required by law or regulation, we will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements. In any event this will not exceed seven years from our last engagement with you after which the personal information will be securely destroyed. Under some circumstances we may anonymise your personal data so that it can no longer be associated with you. We reserve the right to use such anonymous data for any legitimate business purposes without further notice to you or without seeking your consent.

Right to withdraw consent –

Where you have provided your consent to the collection, processing and transfer of your personal data, you may withdraw that consent at any time. This will not affect the lawfulness of data processing based on consent before it is withdrawn. To withdraw your consent please contact us at info@westvaletextiles.co.uk

We may wish to provide you with information about special features of our website or any special service or products which we think may be of interest to you. If you would rather not receive this information, please send an email entitled 'NO MAIL' to info@westvaletextiles.co.uk

By submitting any information to us, or by failure to exercise your rights under GDPR, you consent to the lawful use of your information in accordance with this privacy policy.

Changes to this policy –

We will notify you if there are any changes to this policy that materially affect how we collect, store or process your personal data. If we would like to use your personal data for different purposes than those we have notified to you at the time of collection, we will provide you with notice and where required by law, seek your consent before using your personal data for a new or unrelated purpose. We may process your personal data without your knowledge or consent where required by law or regulation.

For the full version of our Privacy & Cookie Policy, please refer to our T&C's.