

Effective from 25th May 2018

ARC International Tableware UK Limited

PRIVACY STATEMENT

We take privacy very seriously so please read the following as it contains information about how we collect, store, use and share information . It also explains your rights and how to contact us if you have a complaint.

When we use personal data we are regulated under the General Data Protection Regulation (GDPR) which applies across the European Union.

1. We may collect some of the following Personal Data

Personal data we may collect:

- Name
- Email address
- Postal Address
- Telephone Number
- Mobile phone number

How we may collect your data:
• Most of the data will be provided by you;
• From publicly accessible sources; eg Companies House
• From electronic communication systems;
• Directly from our Account Managers

2. How we use your data

Under data protection law, we can only use personal data if we have a proper reason for doing so:

- To comply with our legal and regulatory obligations;
- For performance of our contract with you;
- For legitimate interest;
- For public interest;
- For Vital interest;
- With consent;

A legitimate interest is when we have a business or commercial reason to use information, so long as this is not overridden by personal rights and interests.

3. What we use your information for:

What you use your information for:	Our reasons:
To obtain credit references	For a legitimate interest; eg to open a trading account and for credit control
To allow us to fulfil our commercial trading contract with you	For performance of our contract with you
Statistical analysis to allow us to manage our business	For legitimate interest; eg to allow us to manage our business efficiently which will enable us to provide the best customer service
Marketing to existing customers	For a legitimate interest; eg to promote our products to existing customers
External auditors	For legitimate interest eg to maintain our accreditations

4. Who we share information with:

We may share some information with:

- Our Bank
- Our Insurers
- Credit agencies
- External Auditors

5. Where your personal data is held

We hold all data at our offices.

6. How long will we hold your data

We will hold your data during the period we trade with you and for a period of 12 months following ceasing to trade with to allow us to respond to any claim or queries.

If accounts are dormant for more than three years we will remove your data from our systems.

7. Your rights

Right to be informed	Individuals have the right to be informed about the collection and use of their personal data.
Right of access	Individuals have right of access to their personal information.
Right of rectification	Individual have the right to have inaccurate information rectified.
Right of erasure	Individuals have the right to have data erased.
Right to restrict processing	Individuals have the right to request restriction or suspension of their personal data.
Right to data portability	Individuals have the right to obtain and rese their data for their own purposes across different services.
Right to object	Individuals have the right to object to the processing of their personal data in certain circumstances.
Rights related to automated decision making including profiling	Individuals have the right not to be subject to a decision based solely on automated processing that has legal or similarly significant effects on them.

8. Security

A key principle of GDPR is that we process your personal data securely by means of appropriate technical and organisational measure.

9. How to complain

If you have any concerns or would like to make a complaint about the management of your personal data, please contact:

Head of Customer Service
 Arc International Tableware UK LTD
 Terrace Road
 Pinvin
 WR10 2DL

Tele: 01386 552551

Email: orders.uk@arctableware.com