

H. WALTON LTD



WHOLESALE CORN & FEED MERCHANTS

OLD GOOLE MILL
GOOLE
EAST YORKSHIRE
DN14 8BD
TEL: 01405 762928
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Created 11th May 2018

H Walton Ltd Privacy Policy

Who We Are

H Walton Ltd ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant Data Protection Regulation and law (GDPR May 2018).

This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data. This process is necessary to fulfil the contractual agreement we have with your business to provide you with our services.

H Walton Ltd registered office is at Old Goole Mill, Goole, East Yorkshire DN14 8BD. Our Data Protection leads for the organisation are Elizabeth Wilburn and Abby Farmery and we can be contacted at the above address.

Information Data We Collect

H Walton Ltd processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than already specified in this notice. We will never provide your personal data to a third party for marketing purposes.

The personal data that we collect may include: -

- Name
- Date of Birth
- Home Address
- Business Address

- Personal Email
- Business Email
- Home Telephone Number
- Work Telephone Number
- Mobile Telephone Number
- Skype Address
- Financial Information
- We collect information in the following ways: -
- Contact made by you via post, email, fax or telephone where you provide any personal data
- Place an order for products or services
- Business Credit Control checks

How We Use Your Personal Data

We use your personal information as follows:

- to maintain our relationship with you whilst you are a customer;
- to process orders and provide agreed goods and services to you;
- for invoicing, processing payments, account set up and maintenance;
- to communicate with you, including to respond to information requests/enquires submitted and/or to obtain feedback on our products and services;
- for record keeping, statistical analysis and internal reporting and research purposes;
- to ensure data security;
- to notify you about price changes;
- to monitor the quality of our products and services;
- for logistical purposes, including to plan and log delivery routes;
- to investigate any complaint you make;
- to provide evidence of any dispute or anticipated dispute between you and us;
- to obtain credit and provide references, credit checks and for debt collection, fraud detection and prevention and risk management purposes;
- to protect the rights, property, and/or safety of H Walton, its personnel and others.

H Walton Ltd takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice.

Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw consent at any time.

You're Rights

You have the right to access any personal information that H Walton Ltd processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we will ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

In accordance with the GDPR we will provide this information within one month of your access request or a further two months if the your request is complex or numerous.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or to facilitate the processing of orders, requesting quotations and arranging deliveries or where there is a legal or contractual requirement. H Walton Ltd uses third-parties to provide services and business functions, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

The types of third parties may include but is not limited to Hauliers, outside contractors, IT Services, Banking Services, Online credit checking providers, Financial and Legal Services.

Safeguarding Measures

We take your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including regular cyber security reviews as part of our wider IT Governance Policy. Our security measures include sonic firewalls, anti-virus software, encryption of data in transit, password protection and role based access

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to us, however, as this information is required for us to provide you with our services, we will not be able to offer some/all of our services without it.

How Long We Keep Your Data

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your buying information (invoices), basic personal data (name, address, contact details) for a minimum of 7 years after which time it will be destroyed.

Promotions & Offers

Occasionally, we would like to contact you with details of specific products, offers, services, newsletters, promotions that we provide. If you consent to us using your contact details for these purposes, you have the right to modify or withdraw your consent at any time by using the opt-out/subscribe options or by contacting us directly.

Lodging a Complaint

We only process your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information please contact one of our Data Protection Leads via email liz@hwaltons.co.uk, alternatively you have the right to lodge a complaint with the supervisory authority.

Information Commissioners Office

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Water Lane
Wilmslow
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SK9 5AF

0303 1231113 (local rate)
01625 545745 (national rate)
www.ico.org.uk