

PRIVACY NOTICE

This Privacy Notice tells our customers, potential customers and suppliers about the way we hold data, why we hold it and the lawful reason for holding it. For details of how we manage data collected on our website click on the Privacy Notice section of the website.

The Data Controller for A1 Sheet Metal Flues Limited T/A A1 Flue Systems (the Company) is Tracy-Jane Duncan-Moir at tiduncan-moir@a1flues.co.uk. Because of the size of the company it is not felt necessary to appoint a specific Data Protection Officer.

We hold data for a number of reasons.

For **suppliers** we hold contact details to be able to place and progress orders, to resolve queries with deliveries or payments, and for the general smooth running of business between this company and the supplier. These details are kept within our ERP system. We do not share this data with any third party. The lawful basis we use for holding this data is '**Contract**'. The data we hold is obtained from the Supplier

For **customers** we hold contact details to be able to receive and progress orders, to resolve queries with deliveries or payments, and for the general smooth running of business between this company and its customers. These details are kept within our ERP system. Relevant information will be shared with third party carriers to facilitate the accurate delivery of goods that are ordered from the company. We share this data with our sister company. Where payment for goods is extended unreasonably beyond the company's payment terms, data will be shared with third party collection agencies. The lawful basis we use for holding this data is '**Contract**'.

For **customers** we also hold contact details for marketing purposes, so that we can inform them of new products and services, changes in design, special offers and other relevant information. We also tell customers of relevant changes in legislation and best practices. This information is kept in our CRM system. The lawful basis we use for holding this data is '**Legitimate Interest**', the justification for this being commercial benefit to both parties.

Customers' data has been obtained from the customers.

For **Prospective Customers** we hold contact details for marketing purposes so that we can inform them of our products and services, special offers and other relevant information, and to keep them up to date with current legislation and best practices. This information is kept in our CRM system. The lawful basis we use for holding this data is '**Legitimate Interest**', the justification for this being potential commercial benefit to both parties.

No data is transferred to third countries and there is no automated decision making.

There is a right to view the data that we hold, and this can be amended or deleted where legally possible. Where the basis is 'contract' this may affect the ability to continue business.

Where the basis for holding data is 'Legitimate Interest', requests can also be made to delete the data so that further marketing is not received from the company. On receipt of such a request, the company will act immediately to delete the data.