
PRIVACY POLICY

BACKGROUND:

Interfuse understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all those who entrust their data to us and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Interfuse.

Limited company registered in England under company number 00850109.

Registered address: Interfuse Limited, 370 Loughborough Road, Leicester, LE4 5PR.

Main trading address: 80 High Street, Syston, Leicester, LE7 1GS.

VAT number: 115080804.

Data Protection Manager: Ian Collard.

Email address: dataprotection@interfuseblocks.com.

Telephone number: 0116 2609666

Postal address: Interfuse Limited, 80 High Street, Syston, Leicester, LE7 1GS.

We are regulated by the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Website: <https://ico.org.uk>

2. What Does This Policy Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What Is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. **What Are My Rights?**

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 11.

5. What Personal Data Do You Collect and How?

Depending upon your relationship with us, we may collect and hold some or all of the personal data set out in the table below, using the methods also set out in the table.

Data Collected	How We Collect the Data
Contact information: name, email address and telephone number.	You will provide this information when you contact us via the “Contact Us” page on our website.
Company / contact information: Name, company name, company registration number, billing address, delivery address and telephone number/s.	You will provide this information when you apply for a credit account or become a customer / place an order with us.
Credit history / score / worthiness	Report obtained online via Equifax service
Payment information: bank/credit card details, or bank details including name on card.	You will provide this information whilst placing an order or when you set up an account with us.
Profile information: Purchase history.	When you place an order with us, details of the order are retained within our Sales Order Processing system.
Contact information and work history: name, email address, postal address, telephone number/s, previous employers, job titles and dates of employment.	You will provide this information when you apply for a job with Interfuse. If you subsequently become an employee of Interfuse you will be required to provide further personal information (via hardcopy forms). Details of the information we collect, how it’s processed and for what purpose are included in our employee data protection policy, a copy of which will be provided to you along with the forms mentioned above.
Identity information / proof of accreditation / membership number	You will provide this information when you are working on site, and if the type of work you’re undertaking demands it (e.g. Gas Safe Register card).

6. How Do You Use My Personal Data?

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we will use your personal data, and our lawful bases for doing so:

What We Do	What Data We Use	Our Lawful Basis
Administering our business.	Company information and financial transactions.	Legal Obligation.
Supplying our products and services to you.	Contact, business, and delivery information.	Contract.
Company credit check.	Equifax report	Contract.
Managing payments for our products and services.	Payment information.	Contract.
Communicating with you.	Contact information.	Legitimate Interests.
Send you our brochure by email or post (upon request, one-time exercise)	Name, email address, postal address.	Consent (we only send our brochure out upon request).
Managing, supporting and safeguarding our employees	Refer to employee data protection policy.	Contract, Legal Obligation, Legitimate Interests.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 11.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long We Keep It
Contact information: name, postal address, email address and telephone number (sales enquiries).	Deleted once enquiry has been dealt with.
Company / contact information: Name, billing address, delivery address and telephone number/s. (customer information).	For as long as you're a customer + 6 years (6 years from date of last order)
Credit history / score / worthiness	For as long as you're a customer + 12 months (12 months from data of last order)
Profile information: Purchase history. (customer information)	For as long as you're a customer + 6 years (6 years from date of last order)
Contact information and work history: name, email address, postal address, telephone number/s, previous employers, job titles and dates of employment. (job applicant)	Details of unsuccessful candidates deleted/shredded within 3 months of application.
Employee data: personnel file, right to work, and payroll	Refer to employee data protection policy.
Identity information / proof of accreditation / membership number.	12 months

8. How and Where Do You Store or Transfer My Personal Data?

We will store or transfer some of your personal data within the UK. This means that it will be fully protected under the Data Protection Legislation.

We will store or transfer some of your personal data within the European Economic Area (the "EEA"). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the Data Protection Legislation, GDPR, and/or to equivalent standards by law.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so;
- the implementation and maintenance of appropriate technology solutions such as firewall/s, anti-virus software, and encryption.

9. Do You Share My Personal Data?

We contract with the following third parties to supply products and services.

Recipient	Activity Carried Out	Sector	Location
Parent company: Jelson Limited (Processor).	Payroll, IT Support, Human Resources and oversee Health, Safety and Environmental Measures.	Parent Company / Central Office.	Jelson Limited, 370 Loughborough Road, Leicester, LE4 5PR. Company number: 571641.
Hauliers: Third party hauliers (Processor)	Deliveries.	Haulage.	Various.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 8.

If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 8.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

We request that subject access requests are made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, we can provide a Subject Access Request Form for you to use, please contact us using the details in Part 11 to request a copy. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 20 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Ian Collard):

Email address: dataprotection@interfuseblocks.com.

Telephone number: 0116 2609666.

Postal Address: 80 High Street, Syston, Leicester, LE7 1GS.

12. **Changes to this Privacy Policy**

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available via our website. This Privacy Policy was last updated on 28th May 2019.