



SPELLA BARN  
LOWER BODDINGTON  
DAVENTRY  
NORTHANTS NN11 6XX

CASEMATE LIMITED  
DISPLAY CASE HIRE & SALES  
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Registered in England No. 4834809

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PRIVACY NOTICE and DATA PROTECTION POLICY (combined)  
Prepared on 15/05/2018 by Catherine Moss, Company Secretary  
Next review May 2019

Simon Moss is the Director of Casemate Limited  
Catherine Moss is Company Secretary of Casemate Limited

### **Why is this policy important?**

This policy ensures that:

- (a) We protect the rights of our clients, people who contact us, business contacts and other individuals or businesses we may need to contact to carry out our work.
- (b) We comply with data protection law and that we follow good practice.
- (c) It protects us and clients from the risks of a data breach.

### **Nature of our work**

Display case hire and sales.

### **Who is the Data Controller?**

The Company Secretary is the Data Controller and is, therefore, responsible for controlling why data is collected, how it will be used, and how it will be safely stored. Any questions relating to the collection or use of data should be directed to the Data Controller.

### **Fair and lawful processing of personal data**

We only collect and use personal data for specified and lawful purposes, and only where it is necessary for the legitimate purpose of our business. We will never pass on personal data to third parties without the explicit consent of the subject. We ensure that any data collected is relevant and not excessive.

### **WE DO NOT SHARE CLIENT INFORMATION WITH THIRD PARTIES.**

### **Reasons/purposes for processing information**

We process personal information to enable us to promote our services, maintain and update our website, and to maintain our accounts and records.

### **Type/classes of information processed**

We process information relevant to the above reasons/purposes. The information may include

- a) Personal details – name, postal address including postcode, telephone numbers, email address(es) website URL
- b) Goods and service that we have supplied.

## **We process data in accordance with individuals' rights**

The following requests can be made in writing (email or post) to the Data Controller, and they will be actioned within 30 days of the request being received:

- a) To see any data stored about them
- b) To have any inaccurate data held about them updated
- c) To stop receiving any communication that is not essential for us to carry out work for them
- d) To object to any storage or use of their data

We process personal information about (a) our clients (b) people who have made an enquiry (c) clients websites.

## **Withdrawing your data**

If you wish to withdraw your consent, check the data we hold on you, have your data removed or need any further information, please email The Data Controller, [casematemoss@aol.com](mailto:casematemoss@aol.com) or write to Catherine Moss, Casemate Limited, Spella Barn, Lower Boddington, Daventry, Northants NN11 6XX

We will comply at the earliest opportunity or at most within 30 days.

## **How will information about you be used?**

The information you supply will only be used in relation to your enquiry and orders. We will never use your data for any purpose other than that stated above or that can be considered reasonably related to it. For example, we will never pass on personal data to third parties without your explicit consent.

## **What information do we ask for?**

(a) When you make an enquiry we will ask for:

- your name, and if applicable, company name so that if you contact us again we can refer to the previous conversation notes
- your town or village so that we may quote my rates
- the nature of your enquiry – how can we help you?
- if your enquiry was via email, then we may use your email address to reply
- if your enquiry was via our website then we ask for your address, your email address and your daytime telephone numbers so that we may contact you in relation to your enquiry.

We will keep a record of your enquiry (either a handwritten note or email(s) which will be helpful if/when you place an order. This information will be kept for approximately one year. Your contact details are only used in connection with your enquiry and/or orders.

(b) When you make an appointment we will ask for:

- your full address including postcode
- any directions to your property that may be helpful
- your telephone numbers (landline and mobile if possible/agreeable) so that we may contact you if there is any change to the appointment or if there is no reply at your door when we arrive
- your email address – this may be used in connection with your appointment and, if you have opted in, to promote our services, and/or to send a seasonal ecard.

**How is the information stored?**

The information that you provide may be retained (a) in paper form, (b) in email correspondence, (c) in a password protected database which is backed up securely onto an external hard drive. We are the only people that have the password.

**In the unlikely event of a data breach:**

- a) All individuals affected, or likely to be affected, will be informed of the event
- b) Any passwords used to protect personal data files will be changed.

**Will we contact you for anything else?**

- a) We will only contact you by email if it is directly in relation to the work we do for you.
- b) If you have expressly agreed to receive other emails from us (ecard or seasonal greeting).

**Transfer to countries outside the EEA**

We will not transfer data to any other country.

**Website contact form**

Should you choose to contact us using the contact form on our website, none of the data that you supply will be stored by the website or passed to be processed by any third-party data processor. Instead the data will be collated into an email and sent, via secure servers to us over the Simple Mail Transfer Protocol (SMTP).

**Website visitation tracking**

We do not use Google Analytics or Cookies on our website.

**Website counter**

We do not use a website counter.