

## **PRIVACY NOTICE FOR CUSTOMERS AND SUPPLIERS OF GEORGE SYKES LIMITED T/AS SYKES TIMBER**

We are not required to appoint a Data Protection Officer but if you have any queries please contact us by email at [accounts@sykestimber.co.uk](mailto:accounts@sykestimber.co.uk)

### **Why do we need to collect personal information?**

- Where a customer is an individual or sole trader, we collect only the information that is lawfully required in order to fulfil an order or to open a trading account with our company.
- Only sufficient information to carry out the transaction is collected.

### **What information do we collect from you?**

We will collect your

- Name as well as your Trading or Company name when you become a customer or supplier
- Contact details such as address, telephone number and email as well as a delivery address and method of payment
- Once a transaction has been completed, we record the type of payment i.e. card payment, cash or invoice but we do not keep any card details

### **Why do we collect this information?**

- We collect information solely for the purpose of carrying out business with you.

### **What do we use you information for?**

- Your information is used to enable us to lawfully:
  - Fulfil orders placed with us, or by us in the case of suppliers.
  - make deliveries of timber
  - supply invoices and delivery notes
  - carryout card payment transactions both in person and over the telephone
  - Pay for services or products supplied to us

### **Who do we share your information with?**

- Your information may be shared and accessed internally by our sales and accounts teams, as well as yard personnel purely on a need to know basis in order to fulfil your order
- We may share your delivery address and contact number with internal and external transport and courier services to enable them to deliver the goods you have purchased from us
- We do not share your personal information with any other company or individual unless we need to in order to lawfully collect monies owed to us
- We will never pass on your personal information to other companies for marketing purposes

## **How do we store your information?**

- All information stored is for the purposes of conducting legitimate business only
- Information is stored on our servers within our Sage Accounting system, bespoke invoicing system and on password protected spreadsheets and other electronic documents
- Our servers can only be accessed internally and are encrypted. Our workstations are protected by secure passwords known only to the individual user and system manager
- Paper documentation i.e. delivery notes, picking sheets etc. are stored in cabinets which are locked at the end of each working day and keys are store in a secure fireproof cabinet system

## **How long do we retain your information?**

We retain your data for as long as your account remains open with us and is lawfully required for accounting purposes

As previously stated, we do not retain card payment information once a transaction has been completed and written details collected are securely shredded on completion of the transaction

## **Right to withdraw consent**

If you would like us to remove your details from our systems this should be requested in writing by emailing the contacts named at the top of this document.

If you hold a trading account with us and you request deletion of your details, this will close your account with us.

Once we have received a request to remove data, we may contact you one further time to ensure you understand what this will mean to you.

We will write to you to confirm deletion of your data not later than one month after the request has been received.

## **Changes to Information**

We regularly review and where necessary update our privacy information as well as any personal information held

In the unlikely event that we plan to use your data for any other purpose than that for which it was originally provided, we will communicate with you first.

**George Sykes Limited T/a Sykes Timber  
May 2018**