Perco (North East) Ltd.
Perco House, Norton
Stockton on Tees, TS20 1DN
Tel: 01642 361515
Email: perco@percofoods.com
Email: orders@percofoods.com

PRIVACY NOTICE

Perco (North East) Limited 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 our customers 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.

What does this notice cover?

This Privacy Notice 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 person data.

What are my rights?

Under the GDPR 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 Notice 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 on page 3.
b) The right to access the personal data we hold about you. Page 3 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 on page 3 to find out more.
d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of your personal data that we have. Please contact us using the details on page 3 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 data portability. This means you can ask us for a copy of your personal data held by us for re-use with another service or business in many cases.
h) We do not do any automated decision making.

For more information about our use of your personal data or exercising your rights as outline above, please contact us using the details provided on page 3.

Further information about your rights can also be obtained from the Information Commissioners 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 Commissioners Office.

What personal data do we collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name
- Business name
- Business address
- Registered address

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- Email address
- Telephone/mobile number
- Payment information
- Credit history

How do you use my personal data?
Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interest to use it. Your personal data may be used for one of the following purposes:

- Providing and managing your account
- Supplying our products and services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our products and services for you
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email and/or post that we think we have a legitimate interest to contact you about because you are either a previous customer or interested in our products and services.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and/or post with information, news, and offers on our products and/or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt out.

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):

- Your personal data will be deleted after a period of 8 years after the last order is in place

How and where do you store or transfer my personal data?
We will only store your personal data in the UK. This means you will be fully protected under the GDPR or where GDPR standards of privacy are upheld. With your consent your data may be transferred to our partner suppliers. Our partner suppliers are based in the European Economic Area (EEA), Egypt and the United Arab Emirates (UAE).

Do you share my personal data?
We will not share any of your personal data with any third parties for any purpose, subject to the following important exceptions:

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.

The products we supply to you are through third party partner suppliers. Those third parties may require access to some or all of your personal data we hold.

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If any of your personal data is required by 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 law.

We may sometimes contract with third parties (as described above) that are located outside of the European Economic Area. If any personal data is transferred to a third party 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 GDPR, as explained above.

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."

All subject access requests should be made in writing and sent to the email or postal address shown below. There is not normally a charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, 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 21 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.

How do we contact you?
To contact us about anything to do with your personal data and data protection, including making a subject access request, please use the following details:

Email address: perco@percofoods.com

Telephone number: 01642 361515

Postal address: Perco (North East) Ltd, Perco House, 16 High St, Norton, TS20 1DN

Changes to this privacy notice
We may change this Privacy Notice 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.