



Storrcross International Ltd
Ferries House, Ferries Street
HULL, East Yorkshire
HU9 1RH United Kingdom
t: + 44 (0)1482 270014

PRIVACY NOTICE

What is the purpose of this notice?

To describe how we collect and use personal data about you in accordance with the General Data Protection Regulation (GDPR).

What we need

Storrcross International Ltd will be what's known as the "Controller" of the personal data you provide to us. We only collect basic personal data about you which does not include any special categories of personal information about you (known as Special Category Data). This does however include:

- Full Business Name and Address or Registered Address
- Delivery Location Address or Collection Address
- Contact persons E-Mail and Telephone numbers
- Company Registration Numbers
- VAT number or EU equivalent
- Bank Details
- Insurance Details

Why we need it

We need to know your basic personal data to enable us to fulfil our contractual obligation to you as Customers or Suppliers. We will not collect any personal data from you we do not need to provide and oversee this service to you.

What we do with it

We only ever use your personal data with your consent, or where it is necessary:

- To enter into, or perform, a contract with you.
- To comply with a legal duty.
- To protect your vital interests.
- For our own (or a third party's) lawful interests, provided your rights don't override these.

In any event, we only use your information for the purpose or purposes it was collected for (or for closely related purposes).

We may process personal information for certain legitimate business purposes, which include some or all of the following:

- Where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our customers.
- To identify and prevent fraud.
- To enhance the security of our network and information systems.
- To better understand how people interact with our websites.



Storrcross International Ltd
Ferries House, Ferries Street
HULL, East Yorkshire
HU9 1RH United Kingdom
t: + 44 (0)1482 270014

Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard and take account of these rights at all times.

When we process your personal data for our legitimate interests we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests. We will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You have the right to object to this processing if you wish, and if you wish to do so please email operations@storrcross.com. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

- Storrcross International Ltd will never sell on your information to a 3rd party.
- Storrcross International Ltd may pass on your details to a 3rd party in order to fulfil your delivery requirements.

Where we keep it

The information we hold for you is stored on site and is protected by firewalls, passwords and is only accessed by those persons requiring the need for your data. The data is backed up and taken off site for security and loss prevention purposes. Data is also stored on our third parties cloud who are also GDPR compliant.

We are based in the UK and we store our data within the EU.

How long we keep it

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored depends on the information in question and what it is being used for.

We continually review what information we hold and delete what is no longer required. We never store payment card information. We will not retain your data for any longer than necessary and the longest time that we will hold your data will be six years.

What are your rights?

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- The right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a data subject access request).
- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason).
- The right to have inaccurate data rectified.
- The right to object to your data being used for marketing or profiling; and
- Where technically feasible, you have the right to personal data you have provided to us which we process automatically based on your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you wish to raise a complaint on how we have handled your personal data, you can contact operations@storrcross.com who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office, the UK supervisory authority for data protection issues.