



## Privacy Notice

Please read this Privacy Notice. It relates to how Ravensden ("us" / "we" / "our") hold and process your information (data) and your rights in relation to that data.

Ravensden is the trading name of Ravensden plc. We are registered with the Information Commissioners Office. Our registration number is Z580110X. We are a public limited company. Our company registration number is 012006928 and our registered office is at Bedford Road, Rushden, NN10 0SQ. The person responsible for data protection at Ravensden is Michael Papé ("Data Compliance Manager") who can be contacted by email at [office@ravensden.co.uk](mailto:office@ravensden.co.uk) or in writing to our registered office address above.

Our websites are [www.ravensden.co.uk](http://www.ravensden.co.uk) and [www.ravensdenonline.com](http://www.ravensdenonline.com) ("website")

We are a "data controller". This means that we are responsible for deciding how we hold and use data about you. We are required under data protection legislation to notify you of the information contained in this privacy notice. We have a duty to keep your data secure and maintain your confidentiality and we will do so.

However, in some instances we act as a data processor of data on behalf of others.

### The data that we process

The data we process depends upon our relationship with you, why we obtained the data, and for what purpose.

#### **I. Our customers**

We obtain and hold data obtained from our customers. This data includes details of the client business name, contact names and details (such as email addresses and direct and mobile telephone numbers), and addresses. We also obtain details of customers' bank accounts and payment information and details of products that we have supplied and the charges for those products.

### **Ravensden Plc**

Ravensden Farm, Bedford Road, Rushden, Northamptonshire. NN10 0SQ. England.  
T +44 (0) 1933 356221 | F +44 (0) 1933 410108 | E [office@ravensden.co.uk](mailto:office@ravensden.co.uk) | [www.ravensden.co.uk](http://www.ravensden.co.uk)  
Registered in England and Wales number 1206928.



We obtain this data for the **purpose** of either providing quotations for the supply of our products or for the **purpose** of supplying products to fulfil a contract.

This data is processed by us on the **lawful basis** that it is necessary for us to do so to perform our contract with the customer or in anticipation that we will enter into a contract with the contract.

## 2. Our suppliers

We obtain and hold data obtained from our suppliers. This data includes details of the supplier business name, contact names and details (such as email addresses and direct and mobile telephone numbers), and addresses. We also obtain details of suppliers' bank accounts and payment information and details of products and / or services that we have received from suppliers and the payments that we have made for the same.

We obtain this data for the **purpose** of either receiving quotations for the supply of products and / or services or for the **purpose** of fulfilling a contract with the supplier.

This data is processed by us on the **lawful basis** that it is necessary for us to do so to perform our contract with the supplier or in anticipation that we will enter into a contract with the supplier.

## 3. Third parties

In the case of other companies, businesses, organisations or associations with whom we have a professional relationship or potentially common interest, we process the contact details including names of individuals, company / business name, email address/es, contact telephone numbers, and postal address.

The **purpose** we hold this data is for the professional relationship or in common interest with the third party. We consider that it is necessary for us to process this data on the **lawful basis** that it is in the legitimate interests of our business to enhance and preserve those relationships and also the legitimate interests of the third party. The data we hold is not significant and would likely be data that those third parties would expect us to retain.

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#### 4. Visitors to our website

When you visit or use the website, we process information by way of the use of analytics to collect information about you by way of cookies. For more information about the cookies we use and how long the data taken will be retained for by us please see our [Cookie Policy](#)

We believe it is necessary for these cookies to use your data on the **lawful basis** that it is in the legitimate interests of our business for the purpose that we need to use these cookies to monitor use of our website, track the use of our website, to keep our website updated and relevant, to develop our business, to process the details of enquiries made or orders placed on our website, to inform our marketing strategy and to improve and develop website performance. It is also necessary for us to use these cookies to enhance and assist a visitor's experience when using our website.

We will only use the cookies for these **purposes**.

### Retention of data

#### 1 Our customers

We may retain our customers' data indefinitely, except that:

- (A) We will delete and destroy any bank or payment details once payment has been processed;
- (B) We regularly review the data that we hold, at least annually, and if we hold data about a customer with whom we have not had any dealings for over [two years] then we will destroy the data (except that we will retain basic contact details for reference and paragraph 3 below relating to third parties will apply).

#### 2. Our suppliers

We may retain our suppliers' data indefinitely, except that we regularly review the data that we hold, at least annually, and if we hold data about a supplier with whom we have not had any dealings for over [two years] then we will destroy the data (except that we will retain basic contact details for reference and paragraph 3 below relating to third parties will apply).

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### 3. Third Parties

We retain the information indefinitely. This is because it is in the interests of our business to retain a database of these third parties and in doing so we do not believe that this will not affect the rights and freedoms of the individuals concerned.

### 4. Visitors to our website

Please see our [Cookie Policy](#) for details of how long we will retain the data taken by the analytics on our website.

### Data sharing

We may share the data that we process with any of our holding companies or subsidiary companies.

The data taken by cookies will also be shared with our website provider / host [Intellisell Limited]. Our relationship with them is that they are a data processor upon our behalf and we have a written agreement in place with them which regulates this processing and which ensures that your data is kept secure.

We may also share data with our legal advisers and accountants where we deem it necessary to do so. In the event that we consider selling our company then we may share data with the prospective buyers although if we do so then either the data will be encrypted or redacted so as not to reveal personal data or we will enter into confidentiality agreements with the third party to ensure that data remains confidential.

Your data will not otherwise be shared with any other third party without your consent.

### Processing data outside the EEA

Your data will not be held or processed outside the EEA.

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### Automated processing

We do not deal with the automated processing of data.

### Your rights

- (1) We are obliged to ensure that the data we hold about you is correct. You have the right to ask for the data to be rectified if it is not and we will then take appropriate action to do so.
- (2) You have the right to seek to restrict the processing of your data in some circumstances.
- (3) Where we rely on legitimate interests as the lawful basis for processing, you may ask for the data to be erased and if there is no overriding legitimate interest for us to continue the processing then we will do so.
- (4) You can also object to the processing of your data where we rely on legitimate interests as the basis for processing.
- (5) You have the right to seek confirmation of the fact that we are processing your data, to ask what that data comprises, and also to ask for copies of your data.

### How to exercise your rights

If you would like to exercise any of your rights, please email [office@ravensden.co.uk](mailto:office@ravensden.co.uk) or write to Michael Papé at the registered address given at the top of this Notice. We will then consider your request and action the same as necessary although in some circumstances we may have a legitimate reason for not being able to action your request. If this should be the case then we will notify you of the reason why.

### If you have cause for complaint

If you have any cause for complaint, or do not believe that we are processing your data fairly or in line with our obligations as a data controller, then we would ask that you contact us in the first instance with your concerns although you are not obliged to do so and you may contact the Information Commissioner's Office whose details can be found at [www.ico.org.uk](http://www.ico.org.uk)

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### Review and changes

We regularly review our data protection obligations. In the event that we determine any change is required then this privacy notice will be updated.

Michael Papé  
Director

9<sup>th</sup> July 2019

PN Version 1.0

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