



James Durrans & Sons Limited ♦ Privacy Notice

Classification: Public

1. Scope

All data subjects whose personal data is collected, in line with the requirements of the GDPR. This policy applies to all James Durrans & Sons Limited group companies, referred to as “we” “us” or “our” in this document.

2. Responsibilities

- 2.1 The Data Protection Officer / GDPR Owner is responsible for ensuring that this notice is made available to data subjects prior to James Durrans & Sons Limited collecting/processing their personal data.
- 2.2 All Employees/Staff of James Durrans & Sons Limited who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject’s attention and their consent to the processing of their data is secured.

3. Privacy notice

3.1 Who are we?

The principle activity of James Durrans & Sons Limited and that of its group companies is the manufacture of mould and core coatings, recarburisers, coal dust and coal dust substitutes for green sand foundries. In addition, carbon powders and granules are supplied for rubber, refractory, steel, glass, coal for enamel and friction industries.

Our Data Protection Officer can be contacted directly here:

- dcooper@durrans.co.uk
- 01226 370000

The personal data we would like to process on you is:

- Full name
- Job role
- Contact details
- Order history
- Payment information

With specific reference to 3rd Party contractors we would like to process:

- Purchase history
- Bank payment details
- Risk assessments
- Method statements
- Liability insurance details



The personal data we collect will be used for the following purposes:

- Fulfilling customer orders
- Customer relationship management
- Completing a credit check
- Fulfilling purchase orders

Our legal basis for processing the personal data:

- Necessary for the performance of a contract/to take pre-contractual steps
- Necessary for compliance with a legal obligation
- Necessary for a legitimate interest

Any legitimate interests pursued by us, or third parties we use, are as follows:

- Marketing
- Fraud Prevention

We do not collect any customer special category data.

3.2 Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for us to process your personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time by contacting our Data Protection Officer on the contacts aforementioned.

3.3 Disclosure

We *may* pass on your personal data to group companies only. We will pass on information to third parties only after obtaining your express consent.

3.4 Retention period

James Durrans & Sons Limited will keep personal data for a number of purposes as necessary to allow us to carry out our business. Your information will be kept securely for a period of seven years following the date you cease to remain an active customer/supplier, after which it will be deleted.

3.5 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.



- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to judicial review: in the event that James Durrans & Sons Limited refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 3.6 below.

3.6 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by us, or how your complaint has been handled by us, you have the right to lodge a complaint directly with the supervisory authority and our Data Protection Officer. (see aforementioned contact details) and/or the Information Commissioners' Office (0303 123 1113).

Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

How we use your information

This privacy notice tells you how we will collect and use your personal data for our interaction with you.

Why do we need to collect and store personal data?

In order for us to provide you *with a service* we need to collect personal data. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes we would contact you for additional consent.

Will we share personal data with anyone else?

If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

How will we use the personal data we collect about me?

We will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. We are required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Under what circumstances will James Durrans & Sons Limited contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.



Can I find out the personal data that the organisation holds about me?

We will at your request, confirm what information we hold about you and how it is processed. If we hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of James Durran's & Sons Limited or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.

Document Owner and Approval

The Data Protection Officer is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

This policy was approved by the Board of Directors on *25th May 2018* and is issued on a version-controlled basis under the signature of the Chief Executive Officer (CEO).

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	David Cooper	25 th May 2018