**Privacy Policy**

1. **GENERAL**

This privacy policy sets out how “Rossendale Forme & Knife Co Ltd” (“we, us, ours”) uses and protects any information that you give to us.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

1. **VISITORS TO OUR WEBSITE**

We may collect and process personal data about you in the following circumstances. When you complete the form on our website (“Site”). Your name, email address and telephone number, where you ask us to contact you about our goods or services, subscribe/request our goods or services.

1. **CUSTOMERS**
2. We will collect details such as names, company names, job titles, telephone numbers, mobile numbers, fax numbers, addresses, email addresses and potentially bank details when you order goods or services from us either via telephone, via email or via fax. We will use this information to process your order and comply with our contractual obligations
3. In order to perform our contract with you, we may also need to share personal data with third parties such as external hauliers and postal service organisations to assist in the delivery of goods or services you have ordered
4. We may also advertise your feedback on our website and marketing materials (subject to obtaining your prior consent where necessary)
5. We will retain your information as long as we require this to provide you with the goods or services ordered from us and for a period of 6 years afterwards. You are provided with the opportunity to opt-out of receiving marketing correspondence from us.
6. **SUPPLIERS**

We will collect details such as names, company names, job titles, telephone numbers, mobile numbers, fax numbers, addresses, email addresses and bank details in order to contact you about goods or services ordered with you, to place further orders and to pay you for the goods and/or services supplied. We will keep the personal data for 6 years further to being provided with goods/services.

1. **IF YOU FAIL TO PROVIDE PERSONAL DATA**

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide the data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example to provide you with our goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

1. **MARKETING**
2. We may use your personal data for our legitimate interests in order to provide you with details about our goods, services, business updates and events which we think may be of interest.
3. You have the right to opt-out of receiving the information. If you wish to unsubscribe from any Rossendale Forme & Knife Co Ltd marketing, please email us at admin@rossforme.co.uk or call 01706 213165 providing us with your name and contact details
4. We do not share personal data to third parties for marketing purposes.
5. **AUTOMATED PROCESSING**

We do not undertake automated decision making with your personal data.

1. **LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA**
2. We will only use your personal data where the law allows us to. Most commonly, we will use your personal data in the following circumstances:
3. for performance of a contract we enter into with you;
4. where necessary for compliance with a legal or regulatory obligation we are subject to; and
5. for our legitimate interests (as described within this policy) and your interests and fundamental rights do not override these interest
6. **DISCLOSURE OF PERSONAL DATA TO THIRD PARTIES**
7. In addition to the third parties mentioned above, we may disclose your information to third parties for our following legitimate interests as follows:
8. to staff members in order to facilitate the provision of goods or services to you;
9. to our affiliated entities to support internal administration;
10. IT software providers that host our website and store data on our behalf;
11. professional advisers including consultants, lawyers, bankers and insurers who provide us with consultancy, banking, legal, insurance and accounting services;
12. HM Revenue and Customs, regulators and other authorities who require reporting of processing activities in certain circumstances;
13. third parties who we may choose to sell, transfer or merge parts of our business or assets. Alternatively, we may seek to acquire other business or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy; and
14. Haulage companies who complete the delivery of goods and services on behalf of Rossendale Forme & Knife Co Ltd
15. We may disclose personal data to the police, regulatory bodies, legal advisors or similar third parties where we are under a legal duty to disclose or share personal data in order to comply with any legal obligation, or in order to enforce or apply our website terms and conditions and other agreements; or to protect our rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
16. We will not sell or distribute personal data to other organisations without your approval
17. **CROSS-BORDER DATA TRANSFERS**

We will not transfer your personal data outside the European Economic Area.

1. **DATA SECURITY**

We limit access to personal data to those employees, agents, contractors and other third parties that have a legitimate business need for such access.

1. **ACCESS TO, UPDATING, DELETING AND RESTRICTING USE OF PERSONAL DATA**
2. It is important that the personal data we hold about you is accurate and current. Please keep us informed if the personal data we hold about you changes.
3. Data protection legislation gives you the right to object to the processing of your personal data in certain circumstances or withdraw your consent to the processing of your personal data where this has been provided. You also have the right to access information held about you and for this to be provided in an intelligible form. If you would like a copy of some or all of your personal data, please send an email to admin@rossforme.co.uk. In certain circumstances we reserve the right to charge a reasonable fee to comply with your request.
4. We have implemented appropriate physical, technical and organisational measures designed to secure your information against accidental loss and unauthorised access, use, alteration or disclosure. In addition, we limit access to personal data to those employees, agents, contractors and other third parties that have a legitimate business need for such access.
5. You can also ask us to undertake the following:
6. update or amend your personal data if you feel this is inaccurate;
7. remove your personal data from our database entirely;
8. send you copies of your personal data in a commonly used format and transfer your information to another entity where you have supplied this to us, and we process this electronically with your consent or where necessary for the performance of a contract;
9. restrict the use of your personal data.
10. We may request specific information from you to help us confirm your identity and your right to access, and to provide you with the personal data that we hold about you or make your requested changes. Data protection legislation may allow or require us to refuse to provide you with access to some or all the personal data that we hold about you or to comply with any requests made in accordance with your rights referred to above. If we cannot provide you with access to your personal data, or process any other request we receive, we will inform you of the reasons why, subject to any legal or regulatory restrictions.
11. Please send any requests relating to the above to the Data protection officer at admin@rossforme.co.uk specifying your name and the action you would like us to undertake.

**12. RIGHT TO WITHDRAW CONSENT**

Where you have provided your consent to the collection, processing and transfer of your personal data, you have the legal right to withdraw your consent under certain circumstances. To withdraw your consent, if applicable, please contact us at admin@rossforme.co.uk .

1. **CHANGES TO OUR PRIVACY POLICY**

We reserve the right to update this privacy policy at any time. For any updates or changes to our Privacy Policy please contact admin@rossforme.co.uk for an up to date copy. If we would like to use your previously collected personal data for different purposes than those we notified you about at the time of collection, we will provide you with notice and, where required by law, seek your consent before using your personal data for a new or unrelated purpose. We may process your personal data without your knowledge or consent where required by applicable law or regulation.

1. **CONTACT US**

We have appointed a Data Protection Officer to oversee compliance with this privacy policy. If you have any questions, comments or requests regarding this policy or how we use your personal data please contact our Data Protection Officer at admin@rossforme.co.uk or call 01706 213165. This is in addition to your right to contact the Information Commissioners Office if you are unsatisfied with our response to any issues you raise at https://ico.org.uk/global/contact-us/

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