

PRIVACY NOTICE

1. INTRODUCTION

The privacy of our website visitors is extremely important to us. This policy explains how we will treat any personal information that we collect.

The usage of the website www.glenvale-pkg.co.uk is possible without providing any personal data; however if a data subject chooses to **[[request information by our request form]]**, processing of personal data will become necessary.

The processing of personal data, such as the name, address, email address or telephone number of a data subject shall always be in line with the General Data Protection Regulation (GDPR), and in accordance with the specific regulations that apply to **Glenvale Packaging** in the United Kingdom.

As a data controller **Glenvale Packaging** has implemented numerous technical and organisational measures to ensure protection of all personal data..

Please review our Cookie policy for information about how we use cookies on this website.

2. COLLECTION OF PERSONAL INFORMATION

We collect, store and use various kinds of personal information where necessary, including:

- (a) details that you provide to us by filling in a request form on our web site;
- (b) information relating to orders and purchases made direct through our ordering and invoicing process. including name, address and phone number. We do not store or keep or handle any credit card numbers.

When using these general data and information, **Glenvale Packaging** does not draw any conclusions about the data subject. Rather, this information is needed to (1) complete the order (2) invoice for work/order undertaken (3) complete any required follow up

3. USE OF PERSONAL INFORMATION

We only use personal information submitted to us for the following purposes

- (a) to complete a order, to purchase parts for services to complete a order and all the processes which lead to a order.
- (b) to tailor the request or order for the company or organisation concerned.
- (c) to supply any services purchased.
- (d) to send you statements, invoices and payment reminders and to collect payments
- (e) to communicate with you for non-marketing purposes, including customer support;

(f) to deal with enquiries and complaints made to us or by you relating to our products and services we provide.

We will not and do not without your **express consent**, supply your personal information to any third party for the purpose of their or any other third party's direct marketing.

DISCLOSURE OF PERSONAL INFORMATION

We never disclose any personal information to any parties for any reason.

INTERNATIONAL DATA TRANSFERS

We never do international data transfers.

SECURITY OF PERSONAL INFORMATION

We take reasonable technical and organisational precautions to prevent loss, misuse or alteration of the personal data we retain.

All of our data is kept on secure (password and firewall protected) servers/PC's

All data submitted through our website is protected by encryption technology between your device and our servers.

You acknowledge that transmission of information over the internet is inherently insecure, and while we take steps to protect it, we cannot guarantee the security of data transmitted in this fashion. Data subjects can provide their personal data via another means if there is concern, such as regular mail or by telephone.

You are responsible for keeping the password you use to access this website and any of our other services, completely confidential and non-transferable. We will never ask for your password.

AMENDMENTS

We may update this policy from time to time by publishing a new version on our website. All versions of this policy will remain accessible indefinitely and you are bound only by the latest version that was in effect at the time of providing us with your data.

WITHDRAWAL OF CONSENT

We do not undertake any marketing communications so Withdrawal Of Consent does not apply.

RIGHT TO ERASURE

You may instruct us at any time to erase any personal data we hold; such a request is subject to evidence of your identity, usually a certified copy of a passport or driving license plus an original copy of a utility bill showing your current address.

We reserve the right to retain the minimum amount of information required to fulfill any remaining contractual obligations or as permitted by law.

COMPLAINTS PROCEDURE

If at any time you feel that your privacy has been breached or that Glenvale Packaging has not fulfilled our obligations to you as a data subject, you can initiate a complaints procedure by contacting our Data Protection Officer by email on office@glenvalepackaging.com by telephone on 01933 673677 or by writing to us at the address below.

OUR DETAILS

This website is owned and operated by
Glenvale Packaging
Unit 3 Edison Close
Park Farm Industrial Estate
Wellingborough
Northants
NN8 6AH

You can contact us:

- (a) by post, using the postal address above;
- (b) using our website contact form;
- (c) by telephone on 01933 673677
- (d) by email on office@glenvalepackaging.com