



## The Andersons Centre Privacy Policy

The Andersons Centre and subsidiaries hereafter called "The Andersons Centre", respect the privacy of its contacts and clients and is committed to protecting your personal information. This policy applies to information about customers and clients who purchase our goods and services, our suppliers, our industry contacts and visitors to our website. This policy explains how we collect, hold and handle your data. The Andersons Centre is a Data Controller under data protection legislation.

### Information We Gather

Any information provided to us will be treated in accordance with General Data Protection Regulation (GDPR) EU regulation 2016/679. Personal information is any information relating to an individual who can be identified directly or indirectly, often by name, account number, location, an online identifier or other factors specific to their identity.

#### Website Visitors

Browsers of our websites do not need to provide personal details. We use cookies to analyse how our site is used by visitors and to provide some of the functionality – see our cookies policy online for more information.

You may choose to provide your contact details if you sign up to a mailing list or a free trial for one of our products, submit a query, ask to be contacted by us, create an account or purchase an item.

#### Consultancy Clients

For clients we gather necessary business (and sometimes personal) information to enable our consultants to undertake their work thoroughly and effectively and reach the correct solutions to relevant work. This is used with the client's consent and is usually provided by the client.

#### Other Contacts

We have contact data only for contacts within the industry who are considered legitimate business interests. These include clients of products such as seminars or books and who we believe might have a valid commercial interest for our services currently or in the future.

### What we do with the Information

The legal basis for processing client's data is 'contract' as defined by Article 6 of the General Data Protection Regulation where processing is necessary for the performance of a contract to which the data subject is party, in this instance for client-work as engaged. In other instances, we may rely on the 'legitimate interest', 'legal obligation' or 'consent' basis for lawful processing.

#### Clients and Customers

For those who purchase products or services from us, we may use personal information in the following ways:

- to respond to enquiries;
- to inform individuals about our products and services;

- to process orders and to follow up on those that are not completed;
- to manage accounts where relevant;
- to use your purchase history to manage ongoing balances;
- for market research purposes;
- to observe trends and/or to improve usefulness and content of our website;
- to track activity on our site;
- for product liability purposes;
- to deal with enquiries and complaints;
- for claims management and insurance purposes

### **Suppliers**

For those who supply products or services to us, we may use personal information in the following ways:

- for order processing and management;
- to manage deliveries, installations, returns and refunds;
- for product liability purposes;
- to manage accounts
- for supply chain management;
- for claims management and insurance purposes

### **Enquirers**

We do not generally record telephone enquiries, but we reserve the right to do so at any time. Anybody making a call will be immediately informed if this occurs.

## **Who Will Have Access to this Information?**

Client information is used internally by those consultants from within The Andersons Centre, who are involved in the consultancy work. This might include senior Partners when relevant. No other bodies or individuals will receive your data unless given specific permission from the client directly. We might from time to time inform you of events or products we think you might be interested in.

We sometimes outsource some of the services set out above, to reputable third parties. This is only to those who have already demonstrated the security of personal data. We require third parties to comply strictly with our instructions and data protection regulations and make sure that appropriate controls are in place where third parties have access to personal data. We enter into contracts with all our data processors and ensure they comply with our policies and procedures in full.

We take all reasonable organisational and technical measures to protect personal information against unauthorised access, modification or misuse.

## **How long is data held for?**

We will retain your personal information for as long as needed for the legitimate business purposes described above. After completion of use of our services, we hold the relevant information for as long as is deemed legal and reasonable. In the absence of any legal requirements, data is held by us for as long as there is a business requirement to do so. Some files are legally required to be retained beyond the completion of the work. This is archived securely in private an unconnected location.

## How We Protect Data

We are committed to safeguarding personal information provided to us. We use appropriate organisational and technical measures to protect the information that we receive through all routes.

The transmission of information via the internet is not completely secure, but we will always do our practicable best to protect your personal information. Once we have received information, we take appropriate technical and organisational measures to safeguard it against loss, theft and unauthorised use, access or modification.

If you have created an account or registered to use any online services, your account details may be password protected. It is your responsibility to keep your password confidential and to sign out once you have finished browsing.

## Your Rights

You have the right to:

- Update your data with us and correct any inaccuracies we have.
- Request a copy of the personal data we hold about you. We will require you to prove your identity with two pieces of approved identification. Submit your request in writing to the contact details shown at the end of this statement. Include as much information as possible about the nature of your contact. We will respond within one month of receipt of the written enquiry.
- Challenge why we are holding your data.
- Request we delete or rectify your records for marketing purposes. If you have been a client with us, we have legal obligations to hold onto certain information for some years. However, it can be archived.

## Enquiries

Please contact us in writing if you have any enquiries arising from this privacy statement. If you are unhappy with the handling of your own data or something that we have done or failed to do, then please let us know. We will acknowledge receipt of all complaints and will endeavour to investigate the complaint as soon as reasonably practicable.

All enquiries should be sent to:

*GDPR Enquiries Team  
The Andersons Centre,  
Old Bell House  
2 Nottingham Street  
Melton Mowbray  
Leicestershire  
LE8 0PG*

**Review of Privacy Note:** this note was last reviewed in May 2018.