

# Privacy Policy

The Stocksigns Group which is made up of Stocksigns Limited, First Call Signs, Messagemaker Limited, Burnham's Limited and British and Foreign Wharf Company Limited.

The website contains the following Privacy Policy.

## Location

<https://www.stocksigns.co.uk/privacy-policy/>

## Information

We believe strongly in protecting your privacy and this notice sets out how we use your personal data.

This website is owned and operated by Stocksigns Limited ("Stocksigns"). Stocksigns is the controller of all information collected on this website.

## This Policy

Stocksigns Limited ("We") are committed to protecting and respecting your privacy

The Stocksigns group gather and process your personal information in accordance with this privacy notice (together with our website terms and conditions and any other documents referred to on it) and in compliance with the relevant data protection regulation and laws. This notice provides you with the necessary information regarding your right and our obligations and explains how, why and when we process your personal data. We are the data controller and processor of your data and can be contacted on [info@stocksigns.co.uk](mailto:info@stocksigns.co.uk) or at the above address if you have any queries about your data.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.stocksigns.co.uk](http://www.stocksigns.co.uk) you are accepting and consenting to the practices described in this policy.

For the purpose of the General Data Protection Regulation (EU 2016/679) the data controller is the Stocksigns Group of 43, Ormside Way, Redhill, Surrey, RH1 2LG.

## Information we may collect and process from you

Stocksigns Group processes your information to meet our legal, statutory and contractual obligations and to provide you with our products and services.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To enable you to complete a survey	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support,	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business

reporting and hosting of data)		reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile	Necessary for our legitimate interests (to develop our products/services and grow our business)

We will never collect any unnecessary data from you.

Information you give us:

You may give us information about you by filling in forms on our website (our site) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to our service, catalogue or newsletter or other social media functions on our site and when you report a problem with our site.

The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.

With regard to each of your visits to our site we may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

#### **Information we receive from other sources:**

We may receive information about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

We also have an internal CCTV system was installed within the stores are of the production facility at 43 Ormside Way, Redhill, RH1 2LG. It captures

- Stocksign's employees
  - Invited visitors who have legitimate business reasons to be on the premises.
  - Visitors should be recorded in the visitor's book.
  - Delivery personnel entering the building in the course of standard business
- Anyone entering the stores area without a legitimate business reasons

We also record our telephone calls occasionally for training purposes and to improve the service we offer customers.

#### **Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. If you wish to reject our cookie, you may configure your browser to do so, this may however affect your experience on our website.

#### **Uses made of the information**

We will use the information you give to us:

- to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to provide you with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, we (or they) will contact you by electronic means only if you have consented to this. If you

do not want us to use your data in this way, for marketing purposes, please tick the relevant box situated on the form on which we collect your data;

- to notify you about changes to our service;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

We will use the information we collect from you:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

The CCTV cameras and phone recording are solely used for internal use for training purposes and to ensure that the appropriate goods are dispatched in line with the internal quality procedures.

We may combine the information we receive from other sources with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

### **Disclosure of your information**

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including:

- Other Group Companies, Business partners, suppliers and sub-contractors all based in the UK for the performance of any contract we enter into with them or you with security GDPR compliant / external Third Parties
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If all of our assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Stocksigns Limited our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### **Where we store your data**

The data that we collect from you is stored within the European Economic Area (“EEA”). By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

CCTV cameras capture images 24 hours a day, 7 days a week. The system maintains the footage on a rolling 3 months basis. Data older than 3 months is wiped and cannot be retrieved.

Phones are recorded occasionally for training purposes. The system maintains the recordings in line with our document retention

### **Your rights**

#### **You have the right of access to your information.**

This includes a description of the data being processed, the purposes of processing and any recipients to whom the data is disclosed. To exercise this right, you must make a Subject Access Request in writing to the Managing Director at The Stocksigns Group, 43 Ormside Way, Redhill, RH1 2LG stating the information you require. We do not charge a fee. We may contact you to verify your identity or to clarify the precise information you require before processing your request, and will answer your request within one month.

#### **You have the right to ask us not to process your personal data for direct marketing purposes.**

You will be given an opportunity to opt in to processing for direct marketing purposes when you first engage with us. However, you can withdraw your consent to receive marketing material at any time by contacting us on the address above.

#### **You have the right to rectify your personal data at any time.**

#### **You have the right to have your personal data erased under certain conditions.**

#### **You have a right to restrict or object to some forms of data processing.**

**You have the right to prevent any unwarranted processing likely to cause damage or distress.**

If you feel that a situation has arisen or may arise and you wish to learn more about these rights or to exercise those rights, please contact us on [info@stocksigns.co.uk](mailto:info@stocksigns.co.uk) or the address above. Please note that this will not include processing where it is necessary to fulfil a contract or where a legal obligation for us to process the information exists.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### **Changes to this policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy. 10. Contact Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [info@stocksigns.co.uk](mailto:info@stocksigns.co.uk) or by telephone on 01737 774077