



Seath Road Rutherglen Industrial Estate Glasgow G73 1RW Reg. No.28536

Tel: +44(0)141 643 0244 Email: info@sackmaker.com

Privacy Policy

Contents

1. Introduction
2. What Data We Collect
3. How We Use Your Data
4. Retention & Destruction of Data
5. Security
6. Cookies
7. File Sharing & External Links
8. Email Marketing
9. Social Media Usage
10. Data Subject Rights
11. Changes to our Privacy Policy
12. Contact Information, Advice & Complaints

1. Introduction

We are committed to ensuring the safe and secure management of personal data held in relation to our staff, customer and other individuals. This privacy policy outlines how **Sackmaker J&HM Dickson Ltd** (the “Company”) uses and safeguards any information you give to the Company or input when using our websites.

In the event that we do ask you to provide information which can identify you (the “Data Subject”) as an individual then we will do so in accordance with this privacy policy and the General Data Protection Regulation (EU) 2016/679 (the “GDPR”). Rules apply regardless of whether the data is collected and stored electronically, on paper or via any other means.

The company will never pass your data to third parties unless legally required to do so

2. What Data We Collect

The Company may collect a variety of personal data which can be used to identify an individual. This data includes, but is not limited to:

- Company name
- Your name
- Contact information including email address, company address & postcode
- Type of business & product interest group
- Other information relevant to enquiries and orders
- Staff details & Job applicants details
- Supplier & Service provider details connected to our business
- Card Payment details

3. How We Use Your Data

In accordance with the GDPR, all data which we collect on behalf of a Data Subject must have a valid purpose for being collected and stored. In the event that it is requested, we may use your data for one of the following reasons:

- Internal record keeping
- To manage enquiries, accounts & orders
- To improve our products and services
- Promotional/Marketing purposes
- To contact you only when necessary

4. Retention & Destruction of Data

The company automatically deletes / destroys stored data as follows:

- General Data - 6 years after last transaction/contact
- Card Payment Details - End of each working day
- Staff Details - 6 months after employment ends
- Unsuccessful Job Applications - 4 weeks after position is filled

5. Security

We are committed to ensuring the secure retention of your personal data at all times. In the interest of safeguarding personal data we have a variety of suitable measures to prevent unauthorised access or disclosure of information both in physical and electronic formats. This includes, but is not limited to, password protection for all devices with access to Data Subjects' data and lockable storage for physical copies of personal data.

Any paper records including staff details, customer account, references & banking details, miscellaneous correspondence or other paperwork are stored securely in locked cabinets accessible only to appropriate office staff.

We use a cPanel hosting platform running on a Linux operating system which utilises industry standard software such as Apache, MySQL, PHP, Dovecot, and Exim. Hosted in a UK datacentre, the providing server for our hosting platform runs on the latest supported operating systems and software and these systems are regularly inspected and patched against known vulnerabilities.

6. Cookies

Cookies are small files saved to a user's computer hard drive which track, save and store information about the user's interaction and usage of the website. This allows the Company to provide users with a more personal, tailored experience while browsing our website.

Where applicable, the Company website uses a cookie control system which allows users to give explicit permission or to deny the use of /saving of cookies on their computer. In the event that this option is not available users are advised to access their web browser's security settings to block all cookies from this website.

7. File Sharing & External Links

From time to time we may publish files and external links on the Company's website. Any downloadable documents, files or media made available on this website are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available, users are advised to verify their authenticity using third party anti-virus software or similar applications.

We accept no responsibility for third party downloads and downloads provided by external third party websites.

8. Email Marketing

We do not currently operate an email marketing service (EMS) however we may use your information to contact you in order to update our records or to request /provide you with information regarding the products we supply.

9. Social Media Usage

We strive to ensure our business and our staff conduct themselves accordingly online. While we may have official profiles on social media platforms, users are advised to verify authenticity of such profiles before engaging with them and more importantly, before sharing personal data. We never ask for passwords or personal details on social media platforms.

There may be instances where our website features social sharing buttons which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page.

10. Data Subject Rights

Data Subjects have certain rights provided to them under the GDPR, including the entitlement to request information on what personal data the Company holds about them in paper or electronic format (a subject access request).

Data subjects have a right to request a restriction on the processing of their personal data and where applicable, a right to be forgotten. Requests can be made by email to us at info@sackmaker.com where we aim to respond to your request within one week.

In the event that any direct marketing is undertaken by us you have an absolute right to request that you are removed from any further marketing campaigns. In which case, please send a written request to info@sackmaker.com and we will aim to remove you from our mailing list within one week of your request.

11. Changes to our Privacy Policy

We keep this privacy statement under regular review and will place any updates on our website. Paper copies of the privacy statement are available from our office at 15 Seath Rd Rutherglen G73 1RW. This privacy statement was last updated on 29th April 2018.

12. Contact Information, Advice & Complaints

Our Data Protection Officer is Louise Thomson & can be contacted at the above address for further information and advice on this policy.

We seek to resolve directly all complaints about how we handle personal information with you. However, you also have the right to lodge a complaint with the Information Commissioners Office, details are as follows:-

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Website: <https://ico.org.uk/concerns>