

**AMENDMENT RECORD**

<b>Issue</b>	<b>Date</b>	<b>Reason for re-issue</b>
1	18.05.2018	First issue.

**What is the purpose of this document?**

Severn Glocon Group Plc and its subsidiaries is committed to protecting the privacy and security of your personal information. This is any information that relates to you.

This privacy notice describes why we use your personal information, who we share it with, and provides information as to your rights etc. It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of why we are using such information.

Severn Glocon Group Plc and its subsidiaries is a "controller" of your personal information. Our address is Olympus Park, Quedgeley, Gloucester, GL2 4NF, UK.

**Why we collect information about you**

**We need to collect and hold information about you, in order to:**

- deliver product and / or services
- contact you by post, email or telephone
- understand your needs to provide the product and / or service that you request
- understand what we can do for you and inform you of other relevant product and / or services
- obtain your opinion about our product and / or service
- update your customer record
- process financial transactions
- allow us to undertake statutory functions efficiently and effectively

We may not be able to provide you with a product or service unless we have enough information, or your permission to use that information.

**How we use your information**

We will use the information you provide in a manner that conforms to the General Data Protection Regulations. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances, the law sets the length of time information has to be kept.

In general, we process your information for the following purposes:

- for the product and / or service you requested, and to monitor and improve the company's performance in providing the product and / or service you have requested
- to allow us to be able to communicate and provide the product and / or service you have requested
- to ensure that we meet our legal obligations

- to process financial transactions including grants, payments and benefits involving the organisation.
- to collect monies owed to us
- where necessary to protect individuals from harm or injury

We will not pass any personal data on to third parties, other than those who either process information on our behalf, or because of a legal requirement, and it will only do so, where possible, after we have ensured that sufficient steps have been taken to protect the personal data by the recipient. We do not sell your information to any organisation.

We will not disclose any information that you provide 'in confidence' to us, to anyone else without your consent, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put someone else at risk. You will be notified of any such disclosure.

### **Data Sharing**

We do not share information overseas using web services that are hosted outside the European Economic Area.

### **Contact**

If you have any questions about this privacy notice, wish to exercise any of your rights or if you have any concerns about the way we deal with your information, please contact [gdpr@severnglocon.co.uk](mailto:gdpr@severnglocon.co.uk).

### **Complaints**

If you are concerned about our use of your information you have the right to complain to the Information Commissioner. They can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

[www.ico.org.uk](http://www.ico.org.uk)