



EXPERTLY SELECTED. PROUDLY DELIVERED

Smith & Brock Privacy Policy

Our contact details

Name: Smith & Brock Ltd

Address: Unit 1, Deptford Trading Estate, Blackhorse Road, London, SE8 5Hy

Phone Number: 0203 621 4242

E-mail: info@smithandbrock.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details)
- Customer financial Information
- Employee data
- Website user statistics

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For the service we provide
- Marketing communications
- Payroll and HR purposes

We also receive personal information indirectly, from the following sources in the following scenarios:

- Website
- Social media platforms

We use the information that you have given us in order to provide the service requested, perform HR processes, share business updates internally and externally and to improve customer experience.

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Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@smithandbrock.com

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored.

We keep all personal identifiers, contacts and characteristics (for example, name and contact details), employee data, website user statistics for 10 years. We will then dispose your information by deleting the data off all stored systems and securely shred all paper records stored on site. All terminated customers and suppliers' bank details will be stored for 1 year from termination date and will be automatically removed from our secured bank system.

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Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@smithandbrock.com, 0203 621 4242, Unit 1, Deptford Trading Estate, Blackhorse Road, London, SE8 5HY, you wish to make a request.

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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@smithandbrock.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>