

# Privacy Policy – Company Collated Information

## Overview

Kingfisher Lighting is committed to protecting your right to privacy as a customer or contact of our company. It is our policy to respect the privacy of your information.

The information you provide to us will be held for Kingfisher Lighting on servers based in the UK, and, except as explained below, we will not transfer it, or authorise its transfer, outside the UK.

We collect information about our customer contacts in order to help us continually improve the products and services we offer and so that we can enter into commercial arrangements. Kingfisher Lighting will always adhere to UK Data Protection Legislation which, from 25 May 2018, includes EU Regulation 2016/679 General Data Protection Regulation (“GDPR”).

Other than as stated below, we do not hold or use any information that you provide, or which we collect, outside the European Economic Area (“EEA”), nor do we transfer it to, or share it with, others within or outside the EEA (except when we believe in good faith that the law requires it).

## Information About Us

Kingfisher Lighting is a private limited company, part of the Luceco Group of companies registered in England under company number 02236337. Our registered address is Building E, Stafford Park, Stafford Park 1, Telford, Staffordshire, TF3 3BF and main trading address is Ratcher Way, Forest Town, Mansfield, Nottingham, NG19 0FS. Our VAT number is 509 1458 48.

For data protection queries, please contact Miss Emily Fox, email address: [efox@kingfisherlighting.com](mailto:efox@kingfisherlighting.com), postal address: Ratcher Way, Forest Town, Mansfield, Nottingham, NG19 0FS.

## What Data Do We Collect?

Kingfisher Lighting only hold information that has a legitimate business interest in order to maintain and improve our ongoing services. This information is typically company name, contact person or persons, phone number, fax number, address and email addresses. This information is never shared with third parties and only used by us.

## What Do We Use Your Data For?

We use your personal data for the following purposes:

- Providing quotations, invoices, credit notes, deliveries, order confirmations, statements, business information we feel is important to you and marketing information
- Communicating with you. This may include responding to emails or calls from you.

The processing of your personal data by us, is in our legitimate interest and is necessary to providing the best possible service to you and to continually improve this including informational updates.

Our use of your personal data is limited to that which is reasonably required in order to provide our service to you and to make improvements to that service which benefit both Kingfisher Lighting and you. We do not use your personal data for any reasons not stated in this Privacy Policy and never use it in an excessive manner that is disproportionate to our aims of providing and improving our service or in a way that is contrary to your interests.

### **How Long Do We Keep Your Personal Data?**

The personal data that you provide when registering with Kingfisher Lighting is retained until you ask us to delete it. If you wish to delete your record and information, you can do so by requesting the Right to be Forgotten principle, by emailing [efox@kingfisherlighting.com](mailto:efox@kingfisherlighting.com) or by post Ratcher Way, Forest Town, Mansfield, Nottingham, NG19 0FS. All historic backups on our servers will be removed for any information relating to you. All personally identifying information is deleted immediately on your request.

### **How and Where Do We Store or Transfer Your Personal Data?**

We only store your personal data in the UK. This means that it will be fully protected under the GDPR.

As explained below, certain personal data is accessible by our third-party IT contractors and email services based inside of the European Economic Area and protected under the GDPR. Our IT Contractors only have access to personal data held for maintenance purposes and have no permission to transfer or use this data for any reason other than outlined in our maintenance contracts. The email service we use do not have permission to use any personal data collected for any purpose other than to service the needs of Kingfisher lighting and your data is protected under GDPR.

### **Do We Share Your Personal Data?**

We do not share your personal data with any third parties other than to service Kingfisher Lighting business needs.

We may transfer data to our third-party IT contractor inside the EEA which provides us with IT services facilitating our provision of products and services via our website and email communications to those who register as customers with us. Any such transfer will be subject to terms agreed with our contracts which comply with those prescribed for such a purpose by the European Commission, thereby ensuring that your personal data will be protected to standards equivalent to those specified by the GDPR.

### **What Are Your Rights As A Data Subject?**

Individual data subjects have the following rights under the GDPR which we will always work to uphold:

- The right to be informed about our collection and use of your personal data (as described in this Privacy Policy).

- The right to access your personal data by means of a subject access request (see below).
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. You can do this either by emailing [efox@kingfisherlighting.com](mailto:efox@kingfisherlighting.com) or by post Ratcher Way, Forest Town, Mansfield, Nottingham, NG19 0FS
- The right to erasure (also known as the right to be forgotten). You can exercise this right either by contacting us or emailing [efox@kingfisherlighting.com](mailto:efox@kingfisherlighting.com) or by post Ratcher Way, Forest Town, Mansfield, Nottingham, NG19 0FS.
- The right to data portability. This means that you can ask us for a copy of your personal data to re-use with another service or business. Please note, however, that this right applies only if you have provided personal data to us directly, we are using it with your consent or for performance with a contract, and your data is processed using automated means.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us.

Further information about your rights can be obtained from the Information Commissioner's Office. You also have the right to lodge a complaint with the Information Commissioner's Office if you feel that your rights have been breached.

### **How Can You Access Your Personal Data?**

If you wish to make a data subject access request, please do so in writing, sent to the email or postal address shown below, clearly marking your correspondence as a subject access request.

We do not normally charge for subject access requests unless they are 'manifestly unfounded or excessive' (e.g. repetitive). We will respond to your subject access request within 30 days of receiving it. In the unlikely event that your request is particularly complex, a further 60 days may be required but we will keep you informed if this is the case.

### **How To Contact Us**

To contact Kingfisher Lighting about anything to do with your personal data and data protection, including to make a subject access request, please use the following details and we will respond as soon as possible:

Email: [efox@kingfisherlighting.com](mailto:efox@kingfisherlighting.com)

Telephone: 01623 415900

Postal Address: Kingfisher Lighting, Ratcher Way, Forest Town, Mansfield, Nottingham, NG19 0FS.

### **Changes To This Privacy Policy**

We may change our Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Any changes will be notified to you via your preferred communication.