

## **Fast Forward Distribution Ltd: GDPR Privacy Policy**

### **About Fast Forward Distribution Ltd**

Fast Forward Distribution Ltd is a Shareholder Member of Palletline Ltd and is independently owned and operated by Mark & Anne Henness.

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### **What does this Notice Cover?**

This privacy information explains how your personal data is used, how it is collected, how it is held and how it is processed. It also explains your rights under the law relating to your personal data.

### **What is personal data?**

As a customer or supplier of Fast Forward Distribution Ltd, you will have provided certain company and personal details which fall under the new EU General Data Protection Regulation (GDPR) which came into force on the 25<sup>th</sup> May 2018. The GDPR forms part of the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018) and replaces DPA 1998.

GDPR applies to personal data relating to individuals and therefore applies to personal data relating to individuals acting as sole traders, employees, partners and company directors wherever they are individually identifiable and the information relates to them as an individual rather than as a representative of a legal person (company/public authority).

Personal data is defined by the GDPR as “any information relating to an identifiable person or person who can be directly or indirectly identified by reference to an identifier”.

Personal data is, in simpler terms, any information about you that enable you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data and other on-line identifiers.

### **What Personal data is collected?**

Some or all of the following personal data may be collected from you (this will vary according to your relationship with Fast Forward Distribution Ltd and your business type (Limited Company; Partnership; Sole Trader etc.):

- Name; Business name; Company Name
- Address
- Telephone Number
- E-mail address
- Bank Name; Address, Account No. & Sort Code (usually applies to suppliers only unless a customer refund is required and in these instances the bank details are usually deleted as soon as the refund transaction is complete)

Your personal data is obtained from the information you will provide during a business transaction with Fast Forward Distribution Ltd.

For customers the data is collected when you set up the account with the Account Application Form and transferred into our Sage Accounts system (**excludes** any bank details). Sage is a third party company registered in the UK; which means it is fully protected under GDPR.

For suppliers the data is held in a manual filing system and transferred into our Sage Accounts system (**including** any bank details).

#### **Why is this information required?**

This information is required to communicate efficiently during business transactions, to administer your account and for customers to provide the products and services you have requested.

#### **What is done with this information?**

Your company and personal information is stored securely, both electronically and through a paper filing system. Your personal and company data will NOT be used for any third party marketing purposes. They are required for the sole use of a business relationship.

#### **Your duty to inform any changes**

It is important that the personal data held about you is accurate and current. Please provide details of your personal data changes in a timely manner.

#### **Your Legal Rights**

Using the contact details given above you have the right to request access to your personal data; request correction of the personal data held about you; request erasure of your personal data as long as it is not required to comply with legal obligation.

#### **How long is the information kept?**

Your customer account, which included key contacts, company/business address, telephone numbers and email addresses; will not be kept on the database for any longer than is necessary in the light of the reasons for which it was first collected.

In-active accounts can remain on the system for a minimum of 6 years for accounting and tax purposes. After this time, your account and any company details may be deleted from the files.

#### **Right to make a complaint**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ici.org.uk](http://www.ici.org.uk))