

RDM Distribution Ltd – Privacy Policy

We ask that you read this website privacy policy carefully as it contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and on how to contact us and supervisory authorities in the event you have a complaint.

WHO WE ARE

This website is operated by RDM Distribution Limited (Company Number 04913913). Our registered office is at Unit 16 Wellington Road, Long Stratton, Norwich, Norfolk, NR15 2PE which is also the address from which we trade. We may be contacted by telephone on 01508 530115, by fax on 01508 532550 and by email info@rdmdistribution.com

We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

HOW TO CONTACT US

Please contact us using the contact information set out above if you have any questions about his privacy notice or the information we hold about you.

OUR WEBSITE

This privacy policy relates to your use of our website, www.rdmdistribution.com, only.

Throughout our website we may link to other websites owned and operated by certain trusted third parties including the APC network. These other third party websites may also gather information about you in accordance with their own separate privacy policies. For privacy information relating to these other third party websites, please consult their privacy policies as appropriate.

OUR COLLECTION & USE OF YOUR PERSONAL INFORMATION

We do not collect personal information about you when you access our web site. However, if you choose to contact us then the personal information we collect about you depends on what you verbally give us by telephone or written content via email.

The personal information we may collect depends upon the nature of your enquiry and might include:

- Name, Address & Contact Details
- Date of Birth
- Bank Account & Payment Details
- Details of any Feedback you give us via phone, email, post or via social media
- Information about the services we provide you

We use this personal information to:

- Create and manage your account with us
- Verify your identity
- Provide goods and services to you

- Notify you of any changes to our web site or to our services that may affect you
- Improve our services.

This website is not intended for use by children under the age of 18 and we do not knowingly collect or use personal information relating to children.

OUR LEGAL BASIS FOR PROCESSING YOUR PERSONAL INFORMATION

When we use your personal information we are required to have a legal basis for doing so. There are various different legal bases upon which we may rely, depending on what personal information we process and why.

The legal bases we may rely on include:

- Consent: Where you have given us clear consent for us to process your personal information for specific purpose
- Contract: Where our use of your personal information is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract
- Legal Obligation: Where our use of your personal information is necessary for us to comply with the law (not including contractual obligations)
- Legitimate Interests: Where our use of your personal information is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal information which overrides our legitimate interests)

WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We will share your personal information with APC Network to ensure we offer you the best services. We will also share personal information with law enforcement or other authorities if required by application law. We will not share your personal information with any other third party.

COOKIES & SIMILAR TECHNOLOGIES

A cookie is a small text file which is placed onto your device (e.g. computer, smartphone or other electronic device). We do not collect information via Cookies from our web site. The cookies on our web site are only there to recognise your device and give you the best possible website viewing experience.

YOUR RIGHTS

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- Fair processing of information and transparency over how we use your personal information
- Access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address.
- Require us to correct any mistakes in your information which we hold
- Require the erasure of personal information concerning you in certain situations.
- Receive the personal information concerning you which you have provided to us in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations.
- Object at any time to processing of personal information concerning you for direct marketing
- Object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you

- Object in certain other situations to continued processing of your personal information
- Otherwise restrict processing of your personal information in certain circumstances
- Claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please:

- Email, call or write to us using the contact information set out above
- Let us have enough information to identify you
- Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- Let us know the information to which you request relates, including any account or reference numbers, if you have them.

KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any application regulator of a suspected data security breach where we are legally required to do so.

HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 033 123 1113.

CHANGES TO THIS WEBSITE PRIVACY POLICY

This website privacy policy was published on 3rd July 2018.

We may change this website privacy policy from time to time, when we do we will publish our revised policy on our website.

DO YOU NEED EXTRA HELP?

If you would like this website privacy policy in another format (for example: audio, large print) please contact us (see 'How to contact us' above).