

## **General Privacy Notice**

Our privacy notice explains how we use your personal data, how it is collected, stored and processed. It also explains your rights under GDPR law and how to contact us.

### **What we need**

The Lubina Kitchen Company Ltd will be what's known as the 'Controller' of the personal data you provide to us. We only collect data including business name, contact name and title, address, email, telephone number, fax number, mobile number.

### **Why we need it**

We need to know your data for legitimate business interests in order to contact you about orders, pricing, product information and for accounting purposes.

### **How long we keep it**

We will not keep your data for any longer than is necessary. We may keep certain parts of your data for specific time periods for lawful purpose, such as UK tax law.

### **How we store your data**

We store your data in our Lubina Kitchens database and Sage, which are both password protected. Only specific users have access to these databases and all computers are password protected and virus protected. We also have in place methods for dealing with breaches of security and a secure method of disposal of unwanted Personal Data including for back-ups, disks, print-outs, and redundant equipment.

### **What are your rights?**

You have the right to be informed about our collection and use of your personal data. If at any point you believe the information we process on you is incorrect, you can request to see this information and have it corrected or deleted. Please email our appointed compliance officer with any such requests. If you wish to raise a complaint on how we have handled your personal data, you can contact our appointed compliance officer who will investigate the matter. We are not required by legislation to appoint a DPO (Data Protection Officer). If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO). Our appointed compliance officer is Emma Rose and you can contact them at [emmarose@lubina.co.uk](mailto:emmarose@lubina.co.uk) or via the contact number or address on this letterhead.

### **Changes to our Privacy Notice**

We may change this Privacy Notice over time to comply with updated company processes or if the law changes. This notice will be updated on our website.