

Caddis Ltd Privacy Policy

Caddis Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers and suppliers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information about us

Caddis Ltd

Limited company registered in England and Wales in 2008 under company registration number 6462703

Registered address: Woodcutters, Bunce Lane, Marton, Macclesfield, Cheshire, SK11 9HQ

VAT number 936 2138 26

Email: info@caddishome.co.uk

Telephone: 01260 224430

2. What does the Notice Cover?

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

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the GDPR), as any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.

Personal data, in simpler terms, any information about you that enables 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 online identifiers.

The personal data that we use is set out below.

4. What are my rights?

Under the GDPR you have the following rights, which we will always work to uphold:

The right to be informed about our collection and use of personal data. The privacy notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the contact details above.

The right to have your personal data rectified if any or your personal data held by us is inaccurate or incomplete. Please contact us to find out more.

The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us to find out more.

The right to restrict (i.e. prevent the processing of your personal data).

The right to object to us using your personal data for a particular purpose or purposes.

The right to data portability. This means that if you have provided personal data to us directly, we are using it with your consent for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.

Further information about your right can be obtained by contacting the Commissioner's Office or your local Citizen Advice Bureau. If you have any cause for complaint about use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. What Personal Data Do We Collect?

Name
Address
Email Address
Telephone number
Business Name
Job Title
Profession
Payment Information
Information about your preferences

6. How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes:

Providing and managing your account

Supplying our products and / or services to you. Your personal details may be required in order for us to enter into a contract with you.

Personalising and tailoring our products and / or services to you.

Communicating with you. This may include responding to emails or calls from you.

Supplying you with information by email and / or post that you have opted-in to (you may unsubscribe or opt-out at any time) by contacting us

To provide updates to you about any changes to Caddis Ltd.'s policies, terms and conditions and any other matters which we may need to tell you

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email **AND/OR** telephone **AND/OR** text message **AND/OR** post with information, news, and offers on our products **AND/OR** services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

We only keep your personal information for as long as we need to, to be able to use it for the reasons given in this privacy policy, and for as long as we are required to keep it by law. The actual period for which we store your personal information will vary depending on the type of personal information and how it is used.

8. How we will use the information about you?

Data is stored securely within Caddis Ltd systems to prevent unauthorised access. No data held by us will be supplied outside the European Economic Area (EEA).

Caddis Ltd has various data and security policies that it complies with to ensure the safe keeping of the data that we collect.

Staff are trained and regularly updated to ensure they are treating your data within the guidelines of this notice.

9. When we may share your information

We will treat your personal information as private and confidential, but may share it with and disclose it outside of Caddis Ltd if:

- You consent.
- Allowed by any agreement entered into by you.
- Needed by third party to help manage your records (such as our IT suppliers who run our computer systems, or our Accountant). Please note we will have appropriate separate service contracts in place with these firms.
- H M Revenue and Customs or other statutory authorities who require it.
- The Law, Regulatory Bodies, or the public interest permits who requires it.
- Required by us or others to investigate or prevent crime.
- Required as part of our duty to protect your accounts.
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

10. What are your rights?

You have the right to ask us to provide you with access to and rectification or erasure of your personal data. Providing you with this information is free of charge, but charges may apply for excessive requests. You have the right to ask us to provide you or a third party with the personal data you have provided to us in electronic format.

You have the right to object to certain purposes for processing, in particular direct marketing. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Processor who will investigate the matter further.

If you wish to stop us from providing you with marketing materials then you can opt out at any time by emailing info@caddishome.co.uk or write to us at Caddis Ltd, Woodcutters, Bunce Lane, Marton, Macclesfield, Cheshire, SK11 9HQ.

For further information on how your information is used, how we maintain the security of your information and your rights to access/alter and change information we hold on you, please write to us at the address above.

Should you be unhappy with our processing of your personal data, you have a right to complain to the Information Commissioners Office, which is the regulator of data protection.

11. Changes to this policy

Any changes we make to this policy in the future will be communicated to you via email or letter.

12. Breaches

In the event of any breaches that we believe there is a serious breach to our systems or data we will inform the Information Commissioners Office within 72 hours and will inform the affected customers as soon as practically possible there afterwards.