

## Qpac Packaging LLP customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

### Post

Qpac Packaging LLP, Fable House, 46 Holly Walk, LEAMINGTON SPA, Warwickshire, CV32 4HY, GB

### Telephone

01926 434023

### Email

info@qpac.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Purchase or account history
- Credit reference information
- Health and safety information
- Account information
- Website user information (including user journeys and cookie tracking)
- Identification documents
- Information relating to compliments or complaints

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Marketing preferences

We collect or use the following information for **service updates or marketing purposes**:

- IP addresses
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

- Identification documents
- Financial transaction information
- Health and safety information

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent
- Contract
- Legal obligation

Where we get personal information from

- People directly
- Previous employers
- Third parties - Recruitment agencies

How long we keep information

Up to 40 years dependent on regulatory requirements.

Who we share information with

Data processors

#### **Impirius Ltd**

This data processor does the following activities for us: IT Support & data storage.

#### **Seffons Ltd**

This data processor does the following activities for us: Auditors & payroll

Other organisations

- Insurance companies
- Professional or legal advisors
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Other relevant third parties:
  - Supply chain manufacturing sites.

Sharing information outside the UK

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate.

You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>