

Privacy Policy Legal Notification

1 About this policy

- 1.1 This policy explains when and why we collect personal information about our clients, how we use it and how we keep it secure and your rights in relation to it.
- 1.2 We may collect, use and store your personal data, as described in this Data Privacy Policy and as described when we collect data from you.
- 1.3 We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You can view any updates on www.quillsuk.co.uk/privacy-policy
- 1.4 We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. For the purposes of the GDPR we will be the 'Data Controller' and our I.T. systems that we use internally are the 'Data Processors'

2 Who are we?

- 2.1 We are Quills Office Supplies Ltd (known as Quills Group) based at Unit 2, Spitfire Business Park, 1 Hawker Road, Croydon, Surrey, CR0 4WD. Tel. 0845 078 0324

3 What personal data do we hold and where?

- 3.1 Your personal data will be shared with third parties who are our service providers and they have signed contracts to maintain and store your data, adhering to the General Data Protection Regulation.
- 3.2 The following personal data is held on our CRM and back-office system:-
 - Employee name
 - Mobile number (for home or field-based employees)
 - Email address
 - Home address (for home or field-based employees)

4. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

1. Where we need to perform the contract we are about to enter into or have entered into with you
2. Where it is necessary for our legitimate interests or those of a third party and your interests and fundamental rights do not override those interests
3. Where we need to comply with a legal or regulatory obligations
4. Your data will never be transferred outside of the UK without your consent
5. We will never sell your personal data
6. Generally we do not rely on consent as a legal basis for processing your personal data, however by using our online ordering service we do advise that this means you are agreeing for us to use your personal data to process the order or service as outlined in our data privacy policy
7. We may send you product or services news which you can opt out of at any time

Purposes for which we will use your personal data

- The table below outlines a description of all the ways we plan to use your personal data, and which of the legal basis we rely on to do so. We have also identified what our legitimate interests are where appropriate.
- Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	Identity Contact	(a) Performance of a contract with you
To process and deliver your order including: Manage payments, fees and charges Collect and recover money owed to us	Identity Contact Financial Transaction	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: Notifying you about changes to pricing or privacy policy Notifying you about relevant products on promotion	Identity Contact Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests
To make suggestions and recommendations to you about goods or services that may be of interest to you	Identity Contact Usage	Necessary for our legitimate interests (to develop our products/services and grow our business)

Marketing

- We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. Once you become a customer or 'purchaser' on behalf of your employer they pass on business email addresses to be able to set up online ordering login details and to ensure we can communicate key messages and promotions to you which we feel will be of interest. You can of course unsubscribe to marketing communications at any time but you will still receive key business emails relating to the orders that you place with us. Simply click on the unsubscribe link or email marketing@quillsuk.co.uk.

Promotional offers from us

- We may use your business email and job role to form a view on which campaigns we think may be of interest to you as a 'purchaser' for your organisation. This is how we decide which products, services and offers may be relevant for you (we call this marketing) – you can opt out of these emails at any time.

- You will receive marketing communications from us as a customer and if you opt-in to our mailing list accessible from our website www.quillsuk.co.uk - you can unsubscribe to receiving promotional emails using the link at the bottom of the email or by emailing marketing@quillsuk.co.uk

Third-party marketing

- You can opt-out of our marketing campaigns at any time, simply click the unsubscribe link

Opting out

- You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by emailing marketing@quillsuk.co.uk
- Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, warranty registration, product/service communications or other transactions.

6. Who are the 'Data Controllers' at Quills Group

Our appointed 'Data Controller' is Sarah Pask who is supported by department managers at Quills (see below) – for any queries please email datacontroller@quillsuk.co.uk

1. Sarah Pask - HR & Communications Manager
2. Allan Gray - Sales Support Manager
3. Adam Benbow – Operations Director
4. Tom Davinson - Sales Director
5. Danielle Reynolds - Accounts Manager