

1 Introduction

This Privacy Policy details how we collect, use and protect your personal information.

The policy is updated, revised and amended periodically and as required. This latest version is published on our web site: www.espdrywall.co.uk and referred to in our T&Cs.

If you have any queries about this Privacy Policy or how we process your personal information, please contact us by email: sales@espdrywall.co.uk or by post: ESP, Unit 1F, Ridgeway Distribution Centre, Iver, West London, SL0 9JQ

2 ESP Customers and Contacts. The information we collect about you.

We collect and process personal data about you if you are part of an agreed purchasing group, when you interact with us and our communication campaigns and when you purchase goods and services from us. The personal data we process includes:

- your name
- your work or home address, email address and/or phone number
- your job title
- your areas of business interest
- information related to the browser or device you use to access our website
- internet browser and operating system
- and/or any other information you provide

3 What we use your information for

We require this information to provide you with a better service. It will be processed lawfully, fairly and in a transparent manner in relation to the data subject and in particular for the following reasons:

- To manage your account and process orders.
- To personalise our communications to you, our website, prices and products or services for you, in accordance with legitimate interests.
- To allow us to communicate with you and provide services appropriate to your needs.
- To improve our products and services and develop new ones.
- To monitor use of our websites and online service, to help us check, improve and protect our products, content, services and websites, both online and offline, in accordance with our legitimate interests.
- To ensure we meet our legal requirements.
- Issuing payment

Our legitimate interests include our legitimate business purposes and commercial interests in operating our business in a customer-focused, efficient and sustainable manner, in accordance with all applicable legal and regulatory requirements.

4 Sharing your personal information

ESP will not share your information for marketing purposes.

We may share your personal data with third parties:

- our professional advisors such as our auditors and external legal and financial advisors
- marketing and communications agencies where they have agreed to process your personal data in line with this Privacy Notice
- our suppliers, business partners and sub-contractors
- search engine and web analytics

5 Using your personal data for marketing

We may send you information about products and services which may be of interest to you or the company you work for.

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email: sales@espdrywall.co.uk

You may opt-out of our marketing emails at any time by clicking the 'unsubscribe' link at the end of our marketing emails.

However, if you tell us you don't want to receive marketing communications, then you may not hear about prices, offers and product launches that may be of interest to you. This may include information required and instructed by your head-office or head of the purchasing group.

6 Access to your information and Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. This Information resides on secure servers that only selected ESP personnel and contractors have access to via a password.

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.

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email sales@espdrywall.co.uk or write to us at ESP, Unit 1F, Ridgeway Distribution Centre, Iver, West London, SL0 9JQ

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

7 Social Media

Our Web sites may include Social Media Features, such as the Facebook Like button and Widgets, such as the Share this button or interactive mini-programs that run on our site. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy policy of the company providing it.

8 How long will we keep your personal data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. Our records are reviewed periodically.

9 Processing outside of the European Economic Area (EEA)

Keeping information about you secure is very important to us so we store and process your personal information in accordance with the high standards required under data protection legislation.

The personal data that we collect from you may be transferred to and stored outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers, in which case the third country's data protection laws will have been approved as adequate by the European Commission or other applicable safeguards are in place. Further information may be obtained from our Privacy Team.

To find out more about how your personal information is protected when it is transferred outside the EEA please contact ESP at sales@espdrywall.co.uk

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10 Other websites

Our website may contain links to other websites. This privacy policy only applies to our ESP website so when you link to other websites you should read their own privacy policies.

11 Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

12 Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on our web page www.espdrywall.co.uk. This Privacy Policy was last updated on 01st June 2018.

13 How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you by email: sales@espdrywall.co.uk or in writing to: ESP, Unit 1F, Ridgeway Distribution Centre, Iver, West London, SL0 9JQ



Andrew Day, Director

01st June 2018