

Privacy Notice

Ready Egg Products Ltd (REP) are committed to complying with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Looking after personal information that is shared with us is imperative, and we want our customers and suppliers to be confident that their personal data is kept safely and securely.

If we make changes to this notice we will notify you by updating it on our website. REP will be what is known as the 'Data Controller' of the personal data provided to us, and we will sometimes refer to ourselves in this notice as "we" or "us". This means REP determines the purposes and way in which any personal data are, or will be, processed.

Should you need to contact us please write to:

Data Protection Manager,

Ready Egg Products Ltd,

116 Crom Road,

Lisnaskea

BT92 0BN

This privacy notice was last updated on 8th December 2020

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What information do we collect?

Personal data means any information about an individual from which that person can be identified. In operating we may collect and process different kinds of personal data about you:

Identity Data	Includes first name, maiden name, last name, marital status, title, date of birth and gender.
Contact Data	Includes billing address, delivery address, email address and telephone numbers.
Financial Data	Includes bank account and payment details.
Transaction Data	Includes details about payments to and from you and other details of products and services you have purchased from us.
Usage Data	Includes information about how you use our website, products and services.

How do we use your information?

Data Protection says that we are allowed to use and share your personal data only where we have a proper reason to do so. The law says we must have one or more of these reasons and these are:

- Contract - your personal information is processed in order to fulfil a contractual arrangement e.g. in order to send you your order.
- Consent – where you agree to us using your information in this way e.g. for storing your payment details.

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- Legitimate Interests – to allow REP to manage our business and provide you with the best service in the most secure and appropriate way. For example, we may give some of your data to certain 3rd parties like our transport company to enable them to deliver to you.
- Legal Obligation – where there is statutory or other legal requirement to share the information e.g. when we have to share your information for law enforcement purposes.

What we use your personal information for	Our reasons (legal basis)	Our explanation of legitimate interest
Set up your account	Legitimate interest	Process efficiency in dealing with such activity.
Storing payment details	Consent Legitimate interest	Facilitate payment owed to us
Process and deliver your order	Fulfilling a contract	N/A
Manage your account/ provide customer services to you	Legitimate interests	Keeping our records up to date; handling our customer contact efficiently and effectively;
Notification of changes to terms or privacy notice	Legal obligation	N/A

Who we share your information with and why

REP works with a number of trusted suppliers and businesses in order to provide you the high quality products you expect from us. Some examples of the categories of third parties with whom we share your data are:

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Delivery

In order for you to receive your products, REP works with a number of delivery partners.

Again, we only pass limited information to them in order to ensure delivery of your items.

IT Companies

REP works with third party companies who support our website and other business systems.

Credit Reference Agencies

When you apply for credit with us we will make searches with credit reference agencies. We do this to make sure customers who apply for credit accounts are able to manage the level of credit offered and not committing fraud by providing false or inaccurate information.

We use Credit Safe:

<https://www.creditsafe.com/gb/en/more/about/gdpr.html>

Your Rights

Your personal data is protected by legal rights. Fundamentally, they include;

- your rights to object to our processing of your personal data;
- request that your personal data is erased or corrected; or
- request access to your personal data.

There is more information on these on the Information Commissioners website

www.ico.org.uk .

How long we keep your information

If we collect your personal information, the length of time we retain it is determined by several factors including the purpose for which we use that information and our obligations under other laws.

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We may need your personal information to establish, bring or defend legal claims. For this purpose, we will always retain your personal information for 7 years after the date it is no longer needed by us for any of the purposes listed under “How we use your information” above. The only exceptions to this are where:

- the law requires us to hold your personal information for a longer period, or delete it sooner;
- you exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law;
- we bring or defend a legal claim or other proceedings during the period we retain your personal information, in which case we will retain your personal information until those proceedings have concluded and no further appeals are possible; or
- in limited cases, existing or future law, or a court or regulator requires us to keep your personal information for a longer or shorter period.

Cookies

We may on occasion gather information regarding your computer whilst you are on our website. This enables us to improve our services and to provide statistical information regarding the use of our website.

Such information will not identify you personally it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

Similarly to the above, we may gather information about your general internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer as cookies contain information that is

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transferred to your computer's hard drive. They help us to improve our website and the service that we provide to you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website.

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