

# Privacy Notice

## About this Privacy Notice

This Privacy Notice sets out how we collect personal and corporate information, how we use it and the steps we take to protect any data collected.

Bishopsgate are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy notice.

## What information do we collect?

Once you become a customer of Bishopsgate, we collect personal or corporate identifiable data. We only collect data which is deemed completely necessary for us to perform our business services as contracted by our customers. This information can be corporate or personal, but we will always comply with the GDPR (General Data Protection Regulations) when dealing with this information. Further details regarding GDPR can be found at [www.ico.org.uk](http://www.ico.org.uk).

We may collect the following information:

- Name and job title
- Address information
- Telephone number
- E-mail contact details

## How do we use this information and what is the legal basis for this use?

We process the personal data listed above for the following purposes:

- As required to fulfil a contract with our customer - this may include communicating with you, providing customer services, arranging the collection or delivery of goods or services, requesting feedback on our service;
- When it is our legal duty;
- When it is in our legitimate interest – a legitimate interest is when we have a business reason to use your information including, but not limited to, internal administrative purposes, preventing fraud, or ensuring network and information security;
- When you consent to it;

## Who do we share your personal data with?

Our logistics processes sometimes require us to share data with other areas within our network, or with third parties, in order to provide the service requested by you. In such cases data is handled in a secure manner and used only for the purposes for which it is intended. In all cases compliance with GDPR is maintained.

Personal data may be shared with government authorities and/or law enforcement officials, if mandated by law or if needed for the legal protection of our legitimate interests in compliance with applicable laws.

### **How long will we keep your personal data?**

We will not keep your personal information for any longer than is necessary in relation to the purpose. We are also required to retain certain information as required by our customers or for as long as is reasonably necessary, to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.

### **What are your rights in relation to your personal data?**

- You have a right to ask for a copy of the information we hold about you. If you spot any mistakes, please let us know and we will correct them.
- You have a right to request us to delete or limit the processing of your personal data.

Please submit your written request to [contactus@bishopsgate.co.uk](mailto:contactus@bishopsgate.co.uk)

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclose, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

### **Website Cookies**

When visiting the Bishopsgate website, cookies are used to store certain information to make the site function and improve your overall experience of our site. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

### **Links to other Websites**

Our website may contain links to other websites of interest. We cannot be held responsible for the privacy policies of third party websites and we advise users to read the privacy policies of other websites before registering any personal data.

### **Changes to this Privacy Notice**

Bishopsgate regularly review and update this notice in line with the services we deliver. You should check this page from time to time to ensure you are happy with any changes.

*This policy is effective from 25/05/18.*

Last Reviewed 24/05/20