



Polyplas (Nenplas Group) Privacy Notice

Introduction

The Nenplas Group comprises Nenplas Ltd, Polyplas Ltd and Delta Ltd (all in the UK and registered at companies house) We take your privacy very seriously. This Privacy Notice, together with our Customer Terms and Conditions and any other documents referred to in this privacy policy, are intended to set out your rights and answer any queries you may have about your personal data. If you need more information, please contact:

- Nenplas Group Ltd – enquiries@nenplas.co.uk

If you have entered into a contract or consent dialogue with one of our group companies, the controller of your data will be the company or companies stated in your contract or to whom you give any additional consent.

Our personal information handling policy and procedures have been developed in line with the requirements of the 1995 European Union Data Protection Directive (Directive 95/46/EC) and the General Data Protection Regulation (in force from 25 May 2018) and applicable national law.

1. What information do we collect?

We collect and process personal data about you when you interact with us and when you purchase goods and services from us. The personal data we process includes:

- your name;
- your (delivery, billing, home, or work) addresses, email addresses and phone numbers;
- your job title;
- and/or any other information you provide (such as further contact names)
- A record of past e-mails and telephone calls exchanged with your company.
- we will also may process but not retain your credit card details, where you make purchases from us.

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

We process the personal data listed in paragraph 1 above for the following purposes:

- as required to establish and fulfil a contract with you, for example, if you make a purchase from us or enter into an agreement to provide or receive services. This may include verifying your identity, taking payments, communicating with you, providing customer services and arranging the delivery or other provision of products or services. We require this information in order to enter into a contract with you and are unable to do so without it;
- to comply with applicable law and regulation;
- in accordance with our legitimate interests in protecting Nenplas Group's legitimate business interests and legal rights, including but not limited to, use in connection with legal claims, compliance, regulatory and investigative purposes (including disclosure of such information in connection with legal process or litigation);
- with your express consent to respond to any comments or complaints we may receive from you, and/or in accordance with our legitimate interests including to investigate any complaints received from you or from others, about our websites, or our products or services;
- we may use information you provide to personalise (i) our communications to you; (ii) our websites; and (iii) products or services for you, in accordance with our legitimate interests;
- to monitor use of our website. We may use your information to help us check, improve and protect our products, content, services and websites, both online and offline, in accordance with our legitimate interests;
- we may monitor any customer account to prevent, investigate and/or report fraud, terrorism, misrepresentation, security incidents or crime, in accordance with applicable law and our legitimate interests;
- in circumstances where you contact us by telephone, calls may be independently overheard for quality, training and security purposes, in accordance with our legitimate interests; and
- we may use your information to invite you to take part in market research or surveys.

3. With whom and where will we share your personal data?

- we may share your personal data for the purposes of inter-group administration and to deliver products or services where elements of these are provided by group companies other than those with which you have directly contracted.

We may also share your personal data with specific third parties:

- our professional advisors, including 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;

- credit reference agencies.

We will exchange personal information, where necessary to support a credit account application, with credit reference agencies who will perform credit checks based on the information provided and Nenplas Group will receive information back in return. The privacy policies of our credit reference agents can be found at:

- Creditsafe – creditsafe.com

In the event that our business or any part of it is sold or integrated with another business, your details will be disclosed to our advisers and those of any prospective purchaser and will be passed to the new owners of the business.

4. How long will you keep my personal data?

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

Where you are a customer, we will keep your information for the length of any contractual relationship you have with us and after that for a period of 7 years. This will include customer services queries.

Where you are a prospective customer and you have expressly consented to us contacting you, we will only retain your data (a) until you unsubscribe from our communications; or, if you have not unsubscribed, (b) while you interact with us and our content; or (c) for 7 years from when you last interacted with us or our content.

We will retain your data for a short time beyond the specified retention period, to allow for information to be reviewed and any deletion to take place. In some instances, laws may require Nenplas Group to hold certain information for specific periods other than those listed above.

5. Where is my data stored?

The Internet is a global environment. In order to operate our businesses effectively, we may need to transfer User Data to, or store such User Data in locations outside the jurisdiction in which a visitor is viewing the Site (the User Jurisdiction) and process User Data outside the User Jurisdiction. If the User Jurisdiction is within the European Economic Area (the EEA), please note that such transfers and processing of personal data may be in locations outside the EEA. The level of data protection offered in such jurisdictions may be less than that offered within the User Jurisdiction or (as the case may be) within the 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. For further information please contact us, via the details above.

By continuing to use the Site and by providing any personal data (including sensitive personal data) to us via the Site or email addresses provided on the Site, visitors are consenting to such transfers, if they are in accordance with the purposes set out above. Please do not send us any personal data if you do not consent to the transfer of this information to locations outside the User Jurisdiction, including, if applicable, outside the EEA.

6. What are my rights in relation to my personal data?

If you have consented to us using your personal data, you can withdraw that consent at any time.

If the information we hold about you is inaccurate or incomplete, you can notify us and ask us to correct or supplement it.

You also have the right, with some exceptions and qualifications, to ask us to provide a copy of any personal data we hold about you. To protect your privacy and security, we take reasonable steps to verify your identity before granting your account access or making corrections to your information.

If you have a complaint about how we have handled your personal data, you may be able to ask us to restrict how we use your personal data while your complaint is resolved. In some circumstances you can ask us to erase your personal data (a) by withdrawing your consent for us to use it; (b) if it is no longer necessary for us to use your personal data; (c) if you object to the use of your personal data and we don't have a good reason to continue to use it; or (d) if we haven't handled your personal data in accordance with our obligations.

7. Where can I find more information about Nenplas Group's handling of my data?

The Nenplas Group uses commercially reasonable physical, managerial, and technical safeguards to preserve the integrity and security of your personal information. we cannot, however, ensure or warrant the security of any information you transmit to the Nenplas Group and you do so at your own risk. Once we receive your transmission of information, Nenplas Group makes commercially reasonable efforts to ensure the security of our systems. However, please note that this is not a guarantee that such information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.

If the Nenplas Group learns of a security systems breach, then we may attempt to notify you electronically so that you can take appropriate protective steps. We may post a website notice if a security breach occurs. Depending on where you live, you may have a legal right to receive notice of a security breach in writing. To receive a free written notice of a security breach you should notify us using the contact methods shown above.

Should you have any further queries regarding this Privacy Notice, about Nenplas Group's processing of your personal data or wish to exercise your rights you can contact us using the contact methods shown above. If you are not happy with our response, or you are seeking further information about your privacy rights, you can contact the Information Commissioner's Office at <https://ico.org.uk/>

8. Changes to This Privacy Policy

We reserve the right to change this Privacy Policy at any time and any amended Privacy Policy. This Privacy Policy was last issued in 24th May 2018 and replaces any other Privacy Policy previously applicable from this date.