



# Privacy Notice

Classification: Public

## 1. Scope

All data subjects whose personal data is collected, in line with the requirements of the GDPR.

## 2. Responsibilities

- 2.1 The Data Protection Officer / GDPR Owner is responsible for ensuring that this notice is made available to data subjects prior to Ideal Manufacturing collecting/processing their personal data.
- 2.2 All Employees/Staff of Ideal Manufacturing who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

## 3. Privacy notice

- 3.1 Who are we?

Ideal Manufacturing is an independent, family-run, British laundry, hygiene and cleaning chemical manufacturer, specialising in high performance professional laundry products.

Our Data Protection Officer / GDPR Owner and data protection representatives can be contacted directly here:

- [darrenbooker@idealmanufacturing.com](mailto:darrenbooker@idealmanufacturing.com)
- [01933 681616](tel:01933 681616)
- [hello@idealmanufacturing.com](mailto:hello@idealmanufacturing.com)
- [01933 681616](tel:01933 681616)

The personal data we would like to *[collect from/process on]* you is:

Personal data type:	Source (where Ideal Manufacturing obtained the personal data from if it has not been collected directly from you, the data subject. Note if the personal data has been accessed from publicly accessible sources):
Business name and address	<a href="#">Public domains</a>
Contact name and address	<a href="#">Public domains</a>
Products and services	<a href="#">Public domains</a>
Company Financials	<a href="#">Companies house and appointed credit agency</a>

The personal data we collect will be used for the following purposes:

- CRM account management
- Communication
- Prospects and opportunities for products and services
- Credit control and account management



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Our legal basis for processing for the personal data:

- Customer account management
- Customer services point of contact
- Dangerous goods control and safety regulations
- Quality assurance systems in line with ISO 9001:2015
- Tracking and traceability of dangerous goods and hazardous chemicals.

Any legitimate interests pursued by us, or third parties we use, are as follows:

- To provide better quality and performing products for our customers
- To reduce cost of purchase for our customers
- To ensure account credit controls are in line with finance credit ratings

The special categories of personal data concerned are:

- Tracking and traceability of dangerous goods and hazardous chemicals.
- Dangerous goods control and safety regulations
- Quality assurance systems in line with ISO 9001:2015
- Warranty of chemical products for 12 months.

### 3.2 Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for Ideal Manufacturing to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time by contacting the Data Protection Officer or the GDPR representative in writing.

### 3.3 Disclosure

Ideal Manufacturing will not pass on your personal data to third parties without first obtaining your consent.

*[The following third parties may receive your personal data for the following purpose(s) as part of the processing activities:]*

Third country (non-EU)/international organisation	Safeguards in place to protect your personal data	Retrieve a copy of the safeguards in place here:
Organisation Name & geographic location		
Girbau Spain	Consent for referral by customer only	Evidence of referrals to be stored locally and on business CRM



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Ghidini, Italy	Consent for referral by customer only	Evidence of referrals to be stored locally and on business CRM
Laundry Efficiency	Consent for referral by customer only	Evidence of referrals to be stored locally and on business CRM

### 3.4 Retention period

Ideal manufacturing Ltd will store the personal data for a minimum of 12 months or indefinitely whilst they are an active customer.

### 3.5 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Ideal Manufacturing refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 3.6 below.

All of the above requests will be forwarded on should there be a third party involved (as stated in 3.4 above) in the processing of your personal data.

### 3.6 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Organisation Name (or third parties as described in 3.4 above), or how your complaint has been handled, you have the right to lodge a complaint directly with Ideal Manufacturing's data protection representatives Data Protection Officer / GDPR Owner.

The details for each of these contacts are:

	[Data Protection Officer (DPO)] / [GDPR Owner] contact details
Contact Name:	DARREN BOOKER



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Address line 1:	ATLAS HOUSE
Address line 2:	BURTON ROAD
Address line 3:	FINEDON
Address line 4:	NORTHAMPTONSHIRE
Address line 5:	NN9 5HX
Email:	<a href="mailto:darrenbooker@idealmanufacturing.com">darrenbooker@idealmanufacturing.com</a>
Telephone:	01933 681616

### 3.7 Privacy statement

Read more about how and why we use your data here: -

<https://www.idealmanufacturing.com/privacy-policy/>

## 4. Online privacy statement

### Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as: "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

### How we use your information

This privacy notice tells you how we, Ideal Manufacturing, will collect and use your personal data for [outline further information on services and activities that you collect personal data, for example: cookies, profiling, complaints, subscriptions, etc.)]

### Why does Ideal Manufacturing need to collect and store personal data?

In order for us to provide you [with a service] we need to collect personal data for [correspondence purposes and/or detailed service provision]. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy. In terms of being contacted for marketing purposes Ideal Manufacturing would contact you for additional consent.

### Will Ideal Manufacturing share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to Ideal Manufacturing in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to [fulfil the service they provide you on our behalf]. When they no longer need your data to fulfil this service, they will dispose of the details in line with Ideal Manufacturing's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

### How will Ideal Manufacturing use the personal data it collects about me?

Ideal Manufacturing will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. Ideal Manufacturing is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific



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business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

### Under what circumstances will Ideal Manufacturing contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

### Can I find out the personal data that the organisation holds about me?

Ideal Manufacturing at your request, can confirm what information we hold about you and how it is processed. If Ideal Manufacturing does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Ideal Manufacturing or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

### What forms of ID will I need to provide in order to access this?

Ideal Manufacturing accepts the following forms of ID when information on your personal data is requested:  
[Passport, driving licence, birth certificate, utility bill (from last 3 months), etc.]

### Contact details of the Data Protection Officer / GDPR Owner:

	Data Protection Officer / GDPR Owner contact details
Contact Name:	DARREN BOOKER
Address line 1:	ATLAS HOUSE
Address line 2:	BURTON ROAD
Address line 3:	FINEDON
Address line 4:	NORTHAMPTONSHIRE
Address line 5:	NN9 5HX
Email:	darrenbooker@idealmanufacturing.com
Telephone:	01933 681616



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### Document Owner and Approval

The Data Protection Officer / GDPR Owner is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

A current version of this document is available to all members of staff and is published within the employee handbook.

This policy was approved by the Board of Directors on 9<sup>th</sup> May 2018 and is issued on a version-controlled basis under the signature of the Operations Director.

Signature:

Date: 9<sup>th</sup> May 2018

### Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	Darren Booker	9 <sup>th</sup> May 2018