



## **Privacy Statement – updated 27<sup>th</sup> March 2020**

Daymer Ingredients Limited ('we') gather and process information in accordance with this Privacy Notice and in compliance with the relevant data protection Regulation and Laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Our registered office is at:

Unit 7 Shipston Business Village,  
Tilemans Lane,  
Shipston on Stour,  
Warwickshire  
CV36 4FF  
United Kingdom

We are a company registered in England and Wales under company number: 4835154.

### **Information That We Collect**

Daymer Ingredients processes information to meet our legal, statutory and contractual obligations; to fulfil orders to our customers for our products and finally to make prospective and existing customers aware of associated products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

### **The personal data that we collect from is:**

Name

Job Title / Function

Business Address(es)

Business Email Addresses(es)

Mobile Telephone Number (assumed for business)

Business Telephone Number

### **We collect information in the below ways: -**

Telemarketing - inbound and outbound

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Email marketing - inbound and outbound

Reactive website enquiries

Trade fairs, exhibitions and networking events

Scheduled meetings at both ours and customer premises

Partner provided information (e.g. inbound enquiries forwarded by our supply partners)

3rd Party Published lists and directories - online and offline

### **How We Use Your Personal Data (Legal Basis for Processing)**

We take your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time.

If we have assessed a legitimate interest in contacting you for the purposes of marketing food ingredients in the context of your work and you no longer wish for us to contact you, please notify us at: [privacy@daymer.com](mailto:privacy@daymer.com)

The purposes and reasons for processing your personal data are detailed below: -

We collect your personal data in the performance of a contract or to supply products and/or services and to ensure that orders are completed and can be sent out to your preferred business delivery address via our third party logistics partners.

In special circumstances, we may receive a request to send a sample and/or small volume order to a private residence. The details of this address are only recorded for quality assurance and/or statutory regulation purposes.

We do not actively market to third-party owned email lists, however we do store and collect email addresses of customers and prospective customer business contacts. If a customer or prospective customer provides us with a 'consumer style' email address, (e.g. hotmail / gmail / outlook etc), we assume consent has been given for ongoing communication through this channel and assume the customer/prospective customer contact is using this email account for business activities.

We collect and store your personal data as part of our legal obligation for business accounting and tax purposes

We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests.

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## Your Rights

You have the right to access any personal information that Daymer Ingredients Limited processes about you and to request information about: -

What personal data we hold about you

The purposes of the processing

The categories of personal data concerned

The recipients to whom the personal data has/will be disclosed

How long we intend to store your personal data for

If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws; as well as to object to any direct marketing from us.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

## Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We use conventional third party business service providers to include, but not limited to, accountancy, logistics, warehousing, business support, credit checking, quality assurance certification, food safety procedures and legal services; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

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## **Safeguarding Measures**

We take your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place:

- all data stored using industry leading infrastructure and hosting solutions
- All local data backed up and stored securely
- Restricted access to key personnel only

## **Transfers Outside the EU**

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. We do not transfer or store any personal data outside the EU.

## **How Long We Keep Your Data**

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

## **Marketing**

We will occasionally send you information by email, post or telephone that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer or prospective customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

## **Lodging A Complaint**

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Daymer Ingredients Limited

responsibly sourced ingredients for the food industry

We only process your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Via email: [privacy@daymer.com](mailto:privacy@daymer.com)

Via Telephone: +44 (0)1608 661 011

Via Post:

Privacy Concerns

Daymer Ingredients Limited

Unit 7 Shipston Business Village

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Warwickshire

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