



Privacy Statement

Papertex

Papertex Limited is committed to protecting the privacy of anyone doing business with us or using our website and the confidentiality of any information that you provide us with. The purpose of this statement is to set out what information we may hold and how we use any personal information that we may obtain from you. Papertex and its website is not intended for children and we do not knowingly collect data relating to children.

1. INFORMATION THAT WE COLLECT FROM YOU

We are a business to business company and so rarely collect personal information. The only personal data we collect will be the information that you provide and may include your name, company address, company and mobile phone numbers and work email address. We may also include non-personal data such as your company bank account details and any other information about you from the e-mails, letters or other information you provide to us. We may also collect information from and about the operation of your company's account with us.

1.1 In general you can visit our website without telling us who you are and without revealing any information about yourself. If you wish to contact us using the Contact Form on the site, you will need to provide certain information such as your contact details. We will also note your IP address – this is in an effort to reduce spam. We may store this data and hold it on computer or otherwise.

We may use the information that you provide:

- (a) To register you with our company and to administer contact with you
- (b) For internal assessment and analysis, e.g. marketing, customer and product analysis, to enable us to review, develop and improve our services.
- (c) We will **not** use this information to send you unsolicited e-mails, nor will we sell, or otherwise pass this information onto third parties without your permission.

1.2 There is a technology called “cookies” which may be used by us. A cookie is an element of data that our website can send to your browser which may then store it on your system. If you wish, you can usually adjust your browser so that your computer does not accept cookies.

Please remember cookies do not contain confidential information such as your

address, telephone number or credit card details. We use a Google service called Google Analytics which allows us to see information such as where in the world you are, which pages you have looked at and if you are a returning visitor. We do not use this information for any other purpose.

2. BASIS FOR PROCESSING AND USE OF YOUR DATA

2.1 When you are, become or enquire about becoming a customer of Papertex, the basis for our processing of your company or personal data will be to enter into and perform the contract between your company and us. This may include billing and providing up to date information on products, deliveries, quality and safety issues.

2.2 We do not send out unsolicited marketing or sales information (with the exceptions noted in 2.1 above). The basis for our processing of your data is that there will be legitimate interest and/or your consent.

3. DISCLOSURE OF YOUR INFORMATION

3.1 We may employ other companies to provide services for us. These companies will have access to company (but not personal) information needed to perform their functions and not for any other purpose. Those functions may include book keeping, recovering debts, tracing debtors and preventing money laundering and fraud.

3.2 If our business is merged with another business entity, your information may be disclosed to our new business partners or owners.

3.3 We may disclose your company details to credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

3.5 Unless required to do so by law, we will not otherwise share, sell or distribute



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any of the information you provide to us without your consent.

4. SECURITY AND DATA RETENTION

4.1 We employ appropriate security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage.

4.2 Data may be stored on Cloud based servers such as Dropbox, Amazon Cloud Services or Microsoft One Drive. This information may be stored or backed up outside the EEA. All this information is encrypted and meets the clauses governing the transfer of data outside of European Union.

4.3 We will retain your information for a reasonable period or as long as the law requires, taking into account the nature of the information and purpose for which it has been obtained and is used or held. Information from Google Analytics is held by Google for 14 months and then deleted.

5. CHANGES TO OUR PRIVACY STATEMENT

Any changes to our privacy statement in the future will be posted to our website and, where appropriate, provided through e-mail notification.

6. YOUR RIGHTS

6.1 You have the right to access information held about you and the right to request that information be deleted or corrected (as appropriate).

You can exercise these rights at any time by writing to:

The Data Controller
Papertex Limited
Fern Court Business Centre
Castle Gate
Clitheroe
BB7 1AZ

6.2 Questions, comments, concerns and requests regarding this privacy statement or our collection or use of your information are welcomed and should be addressed to

The Data Controller
Papertex Limited
Fern Court Business Centre
Castle Gate
Clitheroe
BB7 1AZ

6.3 The Information Commissioner's Office is the UK's supervisory authority for privacy and data protection matters - for more information visit

www.ico.org.uk/concerns

6.4 WHAT WE MAY NEED FROM YOU

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

6.5 TIME LIMIT TO RESPOND

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.