

## De Raat Security Products Ltd

### PRIVACY STATEMENT – how we use your personal information

Last updated May 2018

Your information will be held by De Raat Security Products Ltd which is part of the Safe International Group. This privacy notice informs you how your information will be looked after within the Group and gives you information about your rights and how the law protects you.

This privacy statement reflects the new data protection law which comes into force on 25<sup>th</sup> May 2018.

#### How we use your personal information:

This privacy statement is to inform you as to how De Raat Security Products Ltd will look after your personal information, including the type of information we hold and how we will use it. It also tells you about your privacy rights and how the law protects you.

#### Our privacy promise:

We promise to keep your data safe and private and will not sell your data. We will provide you with ways to access the data we keep on you and how you can control how we use this data.

#### Who we are:

De Raat Security Products Ltd is a subsidiary of Dutch company De Raat Security Products BV, Edelgasstraat 5, 2718 SX Zoetermeer, Netherlands. The De Raat Group of companies, part of Safe International, is one of the largest manufacturers of security safes and secure storage in Europe.

You can find out more information about us at [www.deraat.co.uk](http://www.deraat.co.uk)

If you have any questions or want more information about how we use your personal information please email us on [sales@deraat.co.uk](mailto:sales@deraat.co.uk) or call us on 01691 626900 (+44 1691 626900 from outside the UK).

#### How the law protects you:

As well as the protections offered by De Raat Security Products Ltd your privacy is also protected by law.

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing it outside of De Raat Security Products Ltd. The law says we must have one or more of the following reasons to do this:

- To fulfil a contract we have with you
- When it is our legal duty
- When it is in our legitimate interest
- When you consent to it

- There is a vital interest
- There is public interest

De Raat Security Products Ltd uses your data to fulfil a contract we have with you, such as to source and deliver a safe to your premises. We will also use it when we have a legitimate interest to do so, though not in a way which unfairly goes against what is right and best for you. Where we rely on legitimate interest as the reason for using your personal information we will tell you what this is.

De Raat Security Products Ltd will also use your personal information when it is our legal duty to do so, such as to process staff information to produce the payroll and meet HMRC requirements.

The table below lists all of the ways in which we may use your personal information and which of the above reasons we rely on to do so. The table also explains our legitimate interest where this is our reason for using your data.

<b>What we use your personal information for</b>	<b>Our reasons</b>	<b>Our legitimate interests (where applicable)</b>
<ul style="list-style-type: none"> <li>• To manage our relationship with you and your business</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilling contracts</li> <li>• Our legitimate interest</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping our records up-to-date</li> <li>• Fulfilling our contractual obligations with you</li> <li>• Ensuring you receive industry related information which is pertinent to you or your business</li> </ul>
<ul style="list-style-type: none"> <li>• To develop and manage our brands, products and services</li> <li>• To test new products</li> <li>• To manage how we work with other companies that provide services to us and our customers</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilling contracts</li> <li>• Our legitimate interest</li> <li>• Our legal duty</li> </ul>	<ul style="list-style-type: none"> <li>• Developing products and services that our markets want and need</li> <li>• Being efficient about how we fulfil our legal and contractual duties.</li> </ul>
<ul style="list-style-type: none"> <li>• To deliver our products and services</li> <li>• To make and manage supplier payments</li> <li>• To collect and recover money that is owed to us</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilling contracts</li> <li>• Our legitimate interest</li> <li>• Our legal duty</li> </ul>	<ul style="list-style-type: none"> <li>• Being efficient how we fulfil our legal and contractual duties</li> </ul>
<ul style="list-style-type: none"> <li>• To obey laws and regulations that apply to us</li> <li>• To respond to complaints and seek to resolve them</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilling contracts</li> <li>• Our legitimate interest</li> <li>• Our legal duty</li> </ul>	<ul style="list-style-type: none"> <li>• Being efficient in fulfilling our legal duties with bodies such as HMRC</li> <li>• Efficiently resolving customer issues and ensuring that we have</li> </ul>

		met our contractual obligations.
<ul style="list-style-type: none"> <li>To run our business in an efficient and proper way. This includes managing our financial position, business capability, planning, communications, corporate governance and audit.</li> </ul>	<ul style="list-style-type: none"> <li>Our legitimate interest</li> <li>Our legal duty</li> </ul>	<ul style="list-style-type: none"> <li>Complying with regulations that apply to us</li> <li>Being efficient about how we fulfil our legal and contractual duties.</li> </ul>
<ul style="list-style-type: none"> <li>To exercise our rights set out in agreements or contracts</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilling contracts</li> </ul>	

**Personal information we collect and hold:**

<b>Type of personal information</b>	<b>Description</b>
Financial	<ul style="list-style-type: none"> <li>Credit information on customers and suppliers</li> <li>Our employee bank account information for processing the payroll</li> <li>Pension information on our staff for processing the payroll and the pension regulator</li> </ul>
Contact	<ul style="list-style-type: none"> <li>Personal contact information on our staff and their nominated emergency contacts</li> <li>Business contact information on customers, suppliers and prospects</li> </ul>
Contractual	<ul style="list-style-type: none"> <li>Details about the products and services we provide to customers</li> <li>Supplier agreements</li> <li>Our employee contracts</li> </ul>
Communications	<ul style="list-style-type: none"> <li>What we learn about you from letters, emails and conversations between us</li> </ul>
Open data and public records	<ul style="list-style-type: none"> <li>Details about you that are in the public domain, such as on the internet</li> </ul>
Usage data	<ul style="list-style-type: none"> <li>Other data about how you use our products and services</li> </ul>
Documentary data	<ul style="list-style-type: none"> <li>Details about you that are stored in documents in different formats or copies of them. This could include things like passport details or birth certificates for staff</li> </ul>
National identifier	<ul style="list-style-type: none"> <li>For employees we will keep on file your National Insurance Number</li> </ul>

## **Where we collect personal information from:**

*Data you give us* – such as when you purchase one of our products or when we meet at events and meetings

- When you talk to us on the telephone
- When you use our websites or apps
- From emails
- Business cards

*Data we collect when you use our services*

Payment and transaction data – though **we do not** keep any credit or debit card details

Profile and usage data. This includes any information you have entered via our websites or apps. It also includes data on how you use these services, such as time spent on our sites and pages visited.

*Data from third parties*

- Companies that introduce us to you and other referrals
- Social networks
- Books and magazines
- Public information sources such as Companies House and internet searches
- Agents working on our behalf
- Market researchers

## **Who we may share your personal information with:**

- Government agencies such as HMRC and the Pension Regulator (employees only)
- Companies and Freelancers we have entered into agreement with to help in the fulfilment of our contractual obligations or the delivery of our products and services
- Companies that we introduce you to
- Companies that you introduce us to
- Credit reference agencies
- Companies you ask us to share your data with

## **Sending data outside the EU:**

We will only send your data outside of the European Economic Area ('EEA') to:

- Follow your instructions
- Comply with a legal duty
- Work with our agents who we use to help deliver our contractual obligations, products and services

If we do transfer information to our agents outside of the EEA we will make sure that it is protected in the same way as if it was being used in the EEA. We will use one or more of these safeguards:

Transfer it to a non-EEA country with privacy laws that give the same protection as the EEA – learn more on the [European Commission Justice Website](#)

Put in place a contract with the recipient that means they must protect it to the same standards as the EEA. Read more about this here on the [European Commission Justice Website](#)

### **Marketing:**

We may use your personal information to tell you about relevant products and offers. This is what we mean when we talk about ‘marketing’.

The personal information we have for you is made up of what you tell us, and the data we collect when you use our services, or from third parties we work with.

We use this to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you.

We can only use your personal information to send you marketing messages if we have either your consent or a ‘legitimate interest’. That is when we have a business or commercial reason to use your information. It must not unfairly go against what is right and best for you.

You can ask us to stop sending you marketing messages by contacting us at any time.

We may ask you to confirm or update your choices, especially if there are changes in the law, regulation or structure of our business.

If you change your mind you can update your choices at any time by contacting us.

### **How long we keep your personal information for:**

We will keep your information for as long as you are a customer or employee of De Raat Security Products Ltd.

After you stop being a customer we may keep your data for up to 8 years for one of the following reasons:

- To respond to any questions or complaints
- To show that we treated your fairly
- To maintain records according to rules that apply to us

After you stop being an employee we will keep your data for up to 7 years for one of the following reasons:

- To respond to any questions or complaints
- To show that we treated your fairly
- To maintain records according to rules that apply to us

### **How to get a copy of your personal information:**

You can access your personal information we hold by emailing us at [sales@deraat.co.uk](mailto:sales@deraat.co.uk) or writing to us at De Raat Security Products Ltd, Units 11 & 12 Ellesmere Business Park, Owestry Road, Ellesmere, Shropshire, SY12 0EW, UK. In your correspondence please make sure you include your full name, the company you work for and any previous companies you may have worked for in the past 8 years.

#### **What if you want us to stop using your personal information:**

You have the right to object to our use of your personal information or to ask us to delete, remove or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and the 'right to erasure' or the 'right to be forgotten'.

There may be legal reasons why we need to keep or use your data but please tell us if you think that we should not be using it.

We may be able to restrict the use of your data meaning that it can only be used for certain things. In this situation we would not use or share your information in other ways while it is restricted.

You can ask us to restrict the use of your personal information if:

- It is not accurate
- It has been used unlawfully but you don't want us to delete it
- You have already asked us to stop using your data but you are waiting for us to tell you if we are allowed to keep on using it

If you want to object to how we use your data or ask us to delete it or restrict how we use it, please contact us.

#### **How to withdraw your consent:**

You can withdraw your consent at any time. Please contact us if you wish to do so.

If you withdraw your consent we may not be able to provide certain products or services to you. If this is the case we will tell you.

#### **How to complain:**

Please let us know if you are unhappy with how we have used your personal information. You can contact us at [sale@deraat.co.uk](mailto:sale@deraat.co.uk) or by writing to De Raat Security Products Ltd, Units 11 & 12 Ellesmere Business Park, Owestry Road, Ellesmere, Shropshire, SY12 0EW or calling 01691 626900 (+44 1691 626900 from outside the UK).

You also have the right to complain to the Information Commissioner's Office. Find out on their website how to [report a concern](#)

#### **Cookies:**

To find out more about how we use cookies please see our cookie notice <http://deraat.co.uk/cookie-policy/>

