

Privacy Notice

Who We Are

Portway Domestic Appliances Ltd gather and process your personal 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.

Portway Domestic Appliances Ltd's registered office is at Centurion House, Central Way, Andover, Hants SP10 5AN and we are a company registered in England and Wales under company number 2437178. Our designated Data Protection Officer is John Bainbridge, who can be contacted at Centurion House, Central Way, Andover, Hants SP10 5AN and on 01264 334596.

Information That We Collect

Portway Domestic Appliances Ltd processes your personal information to meet our legal, statutory and contractual obligations. 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 our customers is: -

- Name
- Business Address
- Business Email
- Business Telephone Number
- Mobile Telephone Number

We collect information in the below way via Account application form

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

Portway Domestic Appliances Ltd takes 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. 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 provide a service and to ensure that orders are completed and can be sent out to your preferred address
- We collect and store your personal data as part of our legal obligation for business accounting and tax purposes

Your Rights

You have the right to access any personal information that Portway Domestic Appliances Ltd 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. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

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. Portway Domestic Appliances Ltd uses third-parties to provide the below services and business functions; 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.

- [Sage Pay Europe Limited](#)
Payment Gateway for Processing Orders.
Name, Address, Delivery and Credit card details stored for order payments.
- [Smith Cooper](#)
Sage 200 System Partners.
Have access to Account details stored on Payment Gateway. No access to credit card details.
- [Netedi Ltd](#)
Direct invoice servers for Combined Independent Holdings.
- [Ken White Distribution](#)
Distribution and Delivery for Portway Customer Orders.
Name, Contact Numbers and Address for deliveries of orders.

Safeguarding Measures

Portway Domestic Appliances Ltd takes 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, including: SSL, TLS, encryptions, restricted access, IT authentication, firewalls & anti-virus/malware software.

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. Portway Domestic Appliances Ltd does not transfer or store any personal data outside the EU.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Portway Domestic Appliances Ltd however, as this information is required for us to provide you with our services, we will not be able to offer all our services without it.

How Long We Keep Your Data

Portway Domestic Appliances Ltd only ever retains 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 7 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

Occasionally, Portway Domestic Appliances Ltd would like to contact you with products, services & promotions that we provide. If you consent to us using your contact details for this purpose, you have the right to modify or withdraw your consent at any time by using the opt-out/unsubscribe options or by contacting Portway Domestic Appliances Ltd directly in writing.

If you would prefer not to receive above-mentioned marketing and offers, please contact us in writing letting us know that you wish to opt-out of marketing.

Lodging A Complaint

Portway Domestic Appliances Ltd only processes 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.

Portway Domestic Appliances Ltd

John Bainbridge
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The Information Commissioner's Office

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Wilmslow - Cheshire SK9 5AF
Tel. +44 1625 545 745
e-mail: international.team@ico.org.uk

