

GDPR & PRIVACY POLICY

Our contact details.

Name: Lindsey Patterson

Address: Accessory House,
Barrington Industrial Estate,
Bedlington, Northumberland,
NE22 7DQ

Phone Number: 01670 530333

E-mail: lindsey.patterson@naturalight.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Name
- Business name
- Address
- Telephone numbers
- Email address
- Credit reference agency data

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- We have a contractual obligation.
- We have a legal obligation.

We also receive personal/business information indirectly, from the following sources in the following scenarios:

- Credit reference agencies.

We use the information that you have given us to supply our products and services to you.

GDPR 2023

We may share this information with credit reference agencies and our accountants.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting

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(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a legitimate interest.

How we store your personal information

Your information is securely stored as follows.

Employees – electronic copies of personal and contract files are stored in a restricted access network folder with paper copies held in a lockable filing cabinet situated in a locked and alarmed office. Salary information is stored in a cloud-based system.

Customers/Suppliers – electronic copies of personal and GDPR questionnaires in a cloud-based system with paper copies held in a lockable filing cabinet situated in a locked and alarmed office. Card payment details are shredded immediately following payment being taken. We keep customer, supplier, and employee information for a period of seven years. We will then dispose your information by shredding paper files, electronic files are deleted from network or cloud locations.

Your data protection rights.

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

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Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at.

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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at.

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You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office Wycliffe House
Water Lane Wilmslow Cheshire SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

