



HEAD OFFICE

Hackworth Industrial Park,
Shildon, County Durham, DL4 1HG

T: 01388 774040

SOUTHERN OFFICE

Unit B, Wallops Wood Farm, Sheardley Lane,
Droxford, Southampton, Hampshire, SO32 3QY

T: 02392 429908

www.jackcoupeandsonsltd.co.uk

Privacy Policy

Last updated: 7 October 2024

We hope you will enjoy using the Jack Coupe & Sons Ltd website ("website"), and we want to make sure your experience is as safe and useful as possible. Here you can find out how our website works, what data we collect from you, how we use it, conditions where we may disclose this data to others and how we keep it secure.

Jack Coupe & Sons Ltd ("Jack Coupe & Sons", "we" and "us") takes the issue of compliance with the security and data protection requirements in the Data Protection Act of 2018 and UK GDPR seriously. We are registered with the Information Commissioner under registration number ZA427632 and we are the controller of any personal data that you provide to us. Any questions relating to this policy and our privacy practices should be sent to info@jackcoupeandsonsltd.co.uk.

What is Personal Data?

Personal data is defined in the UK GDPR 'any information relating to an identified or identifiable natural person (data subject)'.

Personal data is, in simpler terms, any information that relates to you as a living individual. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, online identifiers and other information relating to you.

Personal information that we collect, why we collect it and how we use it.

We obtain information about you when you use our website and we also receive information from you, for example when you are viewing our services or making online enquiries. We need this information to enable us to provide our online services and where appropriate, our offline services. This section sets out in more detail what information we collect, why we collect it, how we use it and how long we keep your information.

- We require your name, and basic contact information if you make an online enquiry. This information is required so that we can plan to contact you back after dealing with your enquiry. If your employer contracts with us for us to provide goods or services or for them to provide us with goods or services, we will use your contact details to administer that contract.
- When you search our site, we may, with your consent, store information on the content you searched for in a cookie so that we can personalise site content.
- We monitor visitor usage patterns to help us continually improve the site.
- Occasionally, we may use your e-mail address to send you information about changes to this website, we will ask you for permission to do so. Please also see 'marketing' below.



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- Phone calls may be recorded, and any recorded calls will be retained for a maximum of 12 months and only be used for training and quality purposes.
- We have CCTV at our premises which we use to prevent or detect crime.

Apart from consent, the lawful basis for our use of your personal information is 'legitimate interests'. That is that we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- To have you as a contact point for our customer or supplier to whom we provide or from whom we receive goods or services, including in their account, any permitted marketing and to deal with any issues.
- To protect our business including our premises.

What are my rights?

Under the UK GDPR, you have the following rights:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact our Data Protection Manager via 01388 774040 or moya@jackcoupeandsonsltd.co.uk.
- b) The right to access the personal data we hold about you.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
- e) The right to restrict (i.e. limit) our processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not currently use your personal data in this way.
- i) The right to withdraw consent at any time.



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Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you can seek recourse through our Complaints Procedure which is available from the Data Protection Manager or from our office. If you remain dissatisfied, you can also complain to the Information Commissioner's Office. Their address is Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, Website: <https://www.ico.org.uk/make-a-complaint>.

Exercising your rights

You may request, at any time, a copy of the personal information we hold on you, at no cost. Should you wish to access or update the personal information that we hold, please contact us by sending a written request to Jack Coupe & Sons Ltd, Hackworth Industrial Park, Shildon, Co Durham, DL4 1HG or info@jackcoupeandsonsltd.co.uk. If you wish to have the information the Company holds on your person removed, please request this in writing to Jack Coupe & Sons Ltd, Hackworth Industrial Park, Shildon, Co Durham, DL4 1HG or info@jackcoupeandsonsltd.co.uk - as long as your information is not pertinent to the completion of a contract or required for any legal reason it will be removed.

If you are concerned that we are not using your information in accordance with the law, or are not satisfied with our response to a request made above, then you can complain to the Information Commissioner's Office.

How do you use my personal data?

Under the UK GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one or more of the following purposes:

- Supplying our services to your employer (our customer or supplier). Your personal details are required for us to enter into a contract with your employer.
- Providing and managing your employer's account.
- Personalising and tailoring our services for you.
- Communicating with you. This may include responding to emails or calls from you and providing you with the information you requested.



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Marketing

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email and/or telephone and/or text message and/or post with information, news, and offers related to our services provided by Jack Coupe & Sons Ltd and by companies within the Jack Coupe & Sons group. You will not be sent any unlawful marketing or spam. We use a third party to generate business for us, and they will buy in business contact data from Experian to make calls and send emails. You will always have the opportunity to opt-out. For email you may unsubscribe or opt-out at any time by clicking on the unsubscribe links in any of our emails and by phone you may ask us not to call you again. You may also opt out by sending a written request to info@jackcoupeandsonsltd.co.uk.

How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore typically be kept for the duration of the contract we have with your employer (our customer or supplier) and up to 6 years after that contract ends.

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information).

Data Location

We store your data on secure servers inside the UK.

Disclosing Your Information

We may disclose your personal information to third parties under the following circumstances:

- If we use suppliers or third service providers. These are typically IT companies that process your personal information on our behalf. We also use a lead generation company that buys in business data.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Jack Coupe & Sons Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction and providing information to law enforcement bodies.
- To professional advisers, so they can provide us with advice.
- In connection with a sale or potential sale of our company or all or part of our business.



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How we use cookies

Cookies are small text files, placed on your hard disk by a web page server. They are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

We use cookies to help improve our website and make your browsing experience more useful, more relevant and tailored to you. We also use cookies and similar technologies for online advertising.

To comply with the most recent legislation and in the interests of transparency, we have introduced a cookie consent tool (cookie banner) to give you clearer information on the way we use technology such as cookies and how they affect your privacy and to allow you to give and withdraw consent.

Types of cookies:

- Session cookies are deleted when you leave our websites. They help keep track of your progress so you don't have to enter the same information more than once.
- Persistent cookies stay on your device after your browsing session has ended. They will remember settings, preferences and details for the next time you use the websites.
- First party cookies are set by the website owner, i.e. Jack Coupe & Sons Ltd.
- Third party cookies are set by other parties, such as Google and Facebook.
- Necessary cookies are required for the operation of our website.
- Performance or analytical cookies allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

To find out even more about cookies, visit: <https://www.aboutcookies.org/>

If you accept all cookies, we may use them to:

- Customise elements of our website's layout and content, and test different designs of our websites to improve your experience.
- Recognise when a user has visited before, meaning we can see how many unique visits we receive. We can then make sure the websites are easy to use and have enough capacity.
- Remember your preferences and settings, such as text size and language.
- Recognise your device so you don't have to provide the same information during your visit, or on subsequent visits.
- Help us identify errors and resolve them effectively.



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- Establish what information is relevant to you while you are browsing our websites.
- Collect statistical, anonymous information about how our visitors use/interact with our digital services so we can improve them.
- Learn which parts of our websites are most popular and improve them.
- See how effective our online messages are.

However, you can choose to decline cookies (except necessary ones) by using our cookie consent tool.

Links

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Social Networking

The website may offer you the opportunity to share or follow information about us (or the website or our services) using third party social networking functionality (such as through "share this", "like" or "follow" buttons or a link to our social media page(s)).

We offer this functionality to generate interest in us, the website and our services among the members of your social networks, and to permit you to share and follow opinions, news and recommendations about us with your friends. However, you should be aware that sharing information with a social network may result in that information being collected by the social network provider or result in that information being made publicly-available, including through Internet search engines.

Please read the privacy policy of any social network through which you share information carefully to understand their specific privacy and information usage practices.

Changes to our Privacy & Cookies Policy

Any changes we may make to our privacy & cookies policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.