	Document Title	Author	Rev Lev
	<b>Supplier/Customer Privacy Notice</b>	<b>J. Hudson</b>	<b>REL</b>
Document not controlled if printed	Document Number	Approver	Effective Date
	<b>SOP-08-7.5.3.1-04</b>	<b>S. Fernandez</b>	<b>25.05.2018</b>

### Your Personal Data:

This Supplier/Customer Privacy Notice sets out what personal data we, JD Norman Lydney Ltd, hold about you and how we collect and use it for Customer/Supplier administration and relationship.

JD Norman Lydney Ltd is the “controller” for the purposes of data protection law. This means that we are responsible for deciding how we hold and use personal data about you.

JD Norman Lydney Ltd has nominated the HR Manager as an advisor on Data Protection and is responsible for overseeing and monitoring compliance with this Procedure and data protection law.

They also act as your first point of contact if you have any questions or concerns about data protection.

### What we need

Name, address, e-mail, phone/contact details

Publicly available information about you, such as your business social media presence and website.

ISO certifications, where applicable.

Meeting notes; internal notes, where applicable.

Bank details for payments where applicable.


### Why we need it

We need to know your basic personal data in order to maintain the supplier/customer relationship, and to pay invoices/monies where applicable. We will not collect any personal data from you we do not need in order to provide and oversee this service/relationship with you. We hold and use this personal data so that we can:

Contact you

Maintain the relationship

Pay invoices/administer financial transactions.

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### What we do with it

All the personal data we process is managed by our Team members at JD Norman Lydney Ltd, however, we do share some of the data that is relevant with our parent company, JD Norman Industries Inc, in the USA, to enable them to input into the supplier/customer relationship. We have put in to place the following measures to ensure that any personal data transferred to the USA is treated in a way that is consistent with, and which respects the EEA and UK laws on data protection, and receives an adequate level of protection We do this through the Privacy Shield (framework: EU-U.S. Privacy Shield).

No third parties have access to your personal data unless the law allows them to do so.

### How long we keep it

We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed.


Most personal data is deleted when the relationship comes to an end, however, we may keep some data up to a maximum of 20 years for contract purposes and possible litigation purposes.

### What are your rights?

If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact the HR Manager who will investigate the matter: The contact details are:

[data.protection@jdnorman.com](mailto:data.protection@jdnorman.com) Tel: +44 (0)1594 842112.

Note too, that you have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. Details of how to contact the ICO can be found on their website: <https://ico.org.uk>

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**Revision Record:**

Date	Rev	Description of change
25.05.2018	REL	Initial issue