

GENERAL DATA PROTECTION REGULATIONS

PRIVACY POLICY



Flexo Springs Ltd is a spring manufacturer and stockist that supplies a wide range of customers from individuals to corporations. We take our data privacy responsibilities seriously and we want you to feel confident about how handle your personal data.

This Privacy Statement explains how we use the personal information that we store for the customers and suppliers of Flexo Springs Ltd.

The topics covered are:

- Why we process personal information
- What information do we collect and store
- How will we use the information
- Access to information and correction
- Removal
- Complaint
- Action in event of a personal data breach

1.0 Why we process personal information

In order to operate our business efficiently, it is necessary to process personal data so we can trade and provide information, quotations and process orders. We use “Contract” as the legal basis for processing personal data. Information is stored on our Sage Accounts and CRM systems and we record any other interactions to confirm a ‘Legitimate Interest’ for further contact.

2.0 What information we store

The personal data that we store on our systems is name, job title, company name and contact details such as email, postal address and phone numbers. The information is linked to trading history for active customers and suppliers and is retained for up to six years for inactive customers. We have a GDPR Data Schedule which sets out how and where the data is stored.

3.0 How will we use information

We will never share or sell your information. We only store personal information for our legitimate interest and it will not be passed on to third parties without a customers’ consent unless we are required by statutory regulation.

4.0 Access to information and correction

Information may only be accessed by authorized employees. We use technology and procedures to protect personal data from unauthorized access, destruction, use or disclosure. Customers and suppliers have the right to request a copy of the information we hold and can make a request to accounts@flexosprings.com. We try to make sure that personal information is accurate and up to date and customers may ask us to correct or remove inaccurate information.

5.0 Removal

We will securely remove and delete any personal information we hold once it is no longer necessary for us to retain it for business purposes. The GDPR Protocol also sets out how we request that any third party we have shared personal information with, remove that information when it is no longer required for legitimate business reasons.

6.0 Complaint

Customers and suppliers have the right to object to how we use their personal information. The ICO website (www.ico.gov.uk) provides detailed guidance on a range of topics including individuals' rights.

7.0 Action in event of a personal data breach

The GDPR Protocol sets out procedures in the event of a personal data breach including what customers should do in the event of becoming aware of a breach.

This Policy, and work practices associated with the policy such as how information is stored are reviewed annually.

Signature of Person Responsible for policy:

(print name) JAMIE HAYWARD

(signature) *JK Hayward*

(position) MANAGING DIRECTOR

(date reviewed) 22nd July 2025