

The Real Wrap Co Data Privacy Notice

Introduction

The Real Wrap Co holds/collects personal data on its employees/customers/suppliers. This data privacy notice details the personal data The Real wrap may retain, process and share with third parties relating to your business and employees.

The Real Wrap Co is committed to ensuring that your information is secure, accurate and relevant.

To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure the personal data we hold.

We respect the rights of individuals and are committed to handling personal information responsibly and in accordance with the applicable law.

This notice sets out the personal information that we collect and process as a data processor, the purpose of the processing and the rights connected with it.

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1. Types of information we collect:

The Real Wrap Co may collect and process data about you including the following:

What we will collect	Examples
Data which can identify you	Names, Date of Birth. Gender
Contact details	Telephone numbers, email addresses, IP addresses, emergency contact information, business information
Employment details	Job Titles, Salary, Employment dates
Financial Information	Bank Details
Sensitive personal data	Data which will identify your religious, political, racial or ethnic origin
Website Information	Information provided at the time of subscribing to our services or entering of competitions, report issues with our website, cookies which will distinguish you from other users

2. Purpose for processing personal information

Data will only be used for the purposes indicated when you submit the data or as detailed under this privacy policy.

We will normally not collect personal information from you when we have your consent to do so.

We will use the personal information held about you in the following ways:

- Update and enhance our records
- Compile information relating to your use of our products and make recommendation about products or services that may interest you
- To carry out our obligations arising from any contracts entered into between you and us to provide you with information, products and services that you request from us
- Inviting you to participate in research studies/or market research
- We may analyse your data to create a profile of your interests and preferences so that we can contact you in the most appropriate way and with the most relevant information
- To ensure that we are able to send information relating to the service we provide you such as change in office hours, new products, menu changes, details of any product recalls and updates to any allergen information

3. Disclosure of your Data

We will not transfer any of your data to any third parties with your permission or unless indicated in this privacy policy (details of Third Parties can be found in Appendix 1)

We may disclose your personal information to third parties without obtaining further consent from you including:

- Where we outsource any of our business functions under which we collect or store your data, in which case we will ensure that any such service provider adheres to at the same obligations of security with regard to your data as undertaken by us
- Where we have 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 and Conditions and any other agreements.
- We may also disclose or share your personal data in order to protect our rights, property, or safety of our employees, customers or others. This will include exchanging information with other companies or organisations for the purpose of fraud protection

Your personal data will never be sold to third parties for the purpose of marketing.

To ensure that the security of your data at all time we have policies and controls in place.

Most of the information we hold on your will be used and stored in the UK, however we use Third Party providers that are not based in the UK. We will make sure that any transfer to another country is legal and that your information is always kept safe.

4. Legal purposes

We may use personal information where we consider it necessary for complying with laws and regulations, including collecting, disclosing personal information as required by law (e.g for tax, health and safety, anti discrimination laws), under judicial authorisation, or to exercise or defend the legal rights of The Real Wrap Co.

5. Legitimate interest

We may also collect and use personal information when it is necessary for other legitimate purposes, such as to help us conduct our business more effectively and efficiently. We may also collect and process personal where it is necessary for The Real Wrap Co's legitimate interest, for example processing customer feedback.

6. Data Retention periods

Personal information will be stored in accordance with applicable laws and kept for as long as needed to carry out the purpose as described in this Notice or as otherwise required by applicable law.

Generally, this means your personal information will be retained until the termination of employment, or relationship with The Real Wrap plus a reasonable period of time thereafter to respond to employment or work related inquiries or to deal with any legal matters (e.g. judicial or disciplinary actions) or to document the proper termination of employment or work relationships (e.g. to tax authorities)

7. Data privacy rights

You have the right to ask us not process your personal data for the purpose of marketing. We will usually inform you (prior to collecting your data) if we wish to use your data for such purposes or if we wish to use your data for such purposes or if we intend to disclose your information to any third party for such purposes and we will gain your consent to these activities.

The Act gives you the rights to access information held about as detailed below:

1. Access, correct, update or request deletion of personal information
2. Object to processing of personal information, ask us to restrict processing of personal information or request portability of personal information
3. If we have collected and processed personal information using a person's consent, then this can be withdrawn at any time. Withdrawing consent will not effect the lawfulness of any processing we conducted prior to withdraw, nor will affect processing of personal information conducted in reliance on lawful processing grounds other than consent
4. You have the right to complain to a data protection authority about our collection and use of personal information. For more information, please contact your local data protection authority. In the United Kingdom, the data protection authority is the information commissioner's officer whose website is <https://ico.org.uk/>

You can read more about these rights at <https://ico.org.uk/for-the-public/od-my-information-being-held-correctly/>

Contact Details

Please address any questions or requests relating to this Notice to The Real Wrap Co Data Protection Officer Anna Nash, HR Manager - anna@realwrap.co.uk

8. Marketing

Unless you have told us not to, we will send our customers marketing information relating to products and services that we think maybe of interest and relevant to them. You can opt out of receiving these communications at any time by using the unsubscribe option on our emails.

9. Policy Review

This policy will be subject to periodic review and it is recommended that you review this document from time to time to ensure that you are aware of any amendments applicable to the retention, processing and sharing of personal data.

Appendix 1

Third Party Processors

The following are The Real Wrap's key third-party processors in relation to client data

- RJI – Sales and order processing software
- Citation – Online Platform for the purpose of storing employee employment information
- Sage Accounts – Accounting software
- Sage Payroll – Payroll software
- Mail Chimp – Marketing Platform used for the purpose of distributing group emails
- Drop Box – Storage of artwork
- Indeed – Online recruitment platform

