



GDPR Privacy Notice (Customers)

What information do we collect about you?

We collect information about you when you place an order for products or services. This information may include:

- full name/company name
- address (and previous addresses)
- contact names/numbers
- email addresses
- bank details

Using your personal information

Hillhouse Quarry Group Ltd collect information about you to process your orders and manage your account. We may share your information with credit reference agencies and other companies for use in credit decisions, for fraud prevention and to pursue debtors.

If you provide us with details of third parties, ie trade references, please ensure you have received their consent to use their details in this way, prior to submitting them to us.

Who we share your information with and why

Hillhouse Quarry Group Ltd works with a number of trusted suppliers, agencies and businesses in order to provide you the high quality goods and services you expect from us such as delivery companies and credit reference agencies amongst others. We will not share your information for marketing purposes with companies outside of the Hillhouse Group.

Some examples of the categories of third parties with whom we share your data are:

Delivery Partners

In order for you to receive your goods, we work with a number of delivery partners. Again, we only pass limited information to them in order to ensure delivery of your items.

Credit Reference Agencies

When you apply for credit with us we will make searches about you with credit reference agencies. We do this to make sure customers who apply for credit accounts are able to manage the level of credit offered and not committing fraud by providing false or inaccurate information.

Payment processing

Hillhouse Quarry Group Ltd works with trusted third party payment processing providers in order to securely take and manage some payments.

IT Companies

Hillhouse Quarry Group Ltd works with businesses that support our website and other business systems.



How long we keep your information

If we collect your personal information, the length of time we retain it is determined by the details set out in our data retention policy.

We may need your personal information to establish, bring or defend legal claims. For this purpose, we will always retain your personal information for 7 years after the date it is no longer needed by us for any of the purposes listed under 'Using your personal information' above. The only exceptions to this are where:

- the law requires us to hold your personal information for a longer period, or delete it sooner;
- you exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law;
- we bring or defend a legal claim or other proceedings during the period we retain your personal information, in which case we will retain your personal information until those proceedings have concluded and no further appeals are possible; or
- in limited cases, existing or future law or a court or regulator requires us to keep your personal information for a longer or shorter period.

What are your rights?

You are entitled to request the following from Hillhouse Quarry Group Ltd, these are called your Data Subject Rights and there is more information on these on the Information Commissioners website www.ico.org.uk

- Right of access: to request access to your personal information and information about how we process it.
- Right to rectification: to have your personal information corrected if it is inaccurate and to have incomplete personal information completed.
- Right to erasure (also known as the Right to be Forgotten): to have your personal information erased.
- Right to restriction of processing: to restrict processing of your personal information.
- Right to data portability: to electronically move, copy or transfer your personal information in a standard form.
- Right to object: to object to processing of your personal information.
- Rights with regards to automated individual decision making, including profiling.

How to contact us

For further information on how your information is used, how we maintain the security of your information, and your rights to access information we hold on you, please contact us at gdpr@hillhousegroup.co.uk or on 01292 313311.