



PRIVACY NOTICE FOR CUSTOMERS AND SUPPLIERS

Document History

Issue	Date	Comments
01A	30/04/2018	First draft by GA
01B	09/05/2018	Transferred to company doc format

This policy sets out the different areas where customer and supplier privacy are concerned and outlines the obligations & requirements of Zitzel Limited, including our website.

Here at Zitzel Limited we take your privacy very seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us or acquire the products and services we have requested from you.

Personal Information

Whilst undertaking a trading relationship with Zitzel, including via the website, email, on the telephone or face to face, you may be required to provide personal information (name, address, email, account details, etc.). We will use this information to:

- Fulfil the trading contract we have with you
- Administer your account
- Administer our website, client/supplier databases and marketing material
- Provide you with information about other goods and services we offer
- Notify you of changes to our services

We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018.

Further, by providing telephone, fax and email details, you consent to Zitzel Limited contacting you using that method. You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us.

We will not disclose or transfer your personal information to third parties unless we have a legal basis to do so or have your prior consent.

How do we collect information?

When you communicate with us, purchase our products or sell us your products, you may choose to voluntarily give us certain information – for example, by filling in text boxes, completing registration forms or directly in an email. All this information requires a direct action by you at that time in order for us to receive it.

How long do we keep your data for?

Zitzel Limited will not retain your personal information longer than necessary. We will hold onto the information you provide while your trading account is in existence.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after you have closed your account, or it is no longer needed to provide or receive services.

Choosing how we use your data

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

- You can verify the details you have submitted to Zitzel Limited by contacting us, using the details provided on our website or by emailing complaints@zitzel.com
- You can also contact us by the same method to change, correct, or delete your personal information controlled by Zitzel Limited at any time.
- You can unsubscribe from receiving marketing email from us by replying to an email requesting to be removed from our mailing list or by emailing complaints@zitzel.com

- You can request a readable copy of the personal data we hold on you at any time. To do this, please contact us using the details as above.

Complaints

You have the right to make a complaint with the Information Commissioners Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113

Website: <http://ico.org.co.uk>

Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes.