

Privacy Notice

James and James Fulfilment Limited (07155473/11108111)

Registered Address- James and James Fulfilment Limited, Liliput Road, Brackmills Industrial Estate, Northampton, Northamptonshire, NN4 7DT

Registered in England and Wales

Data Protection Officer contact details – hr@jamesandjames.com

Phone Number +44 (0) 1604 968820

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation 2016/679 (the "GDPR").

Who are we?

James and James Fulfilment Limited is the data processor. This means that we process data on behalf of data controllers for the purpose of e-commerce fulfilment.

How do we process your personal data?

For the purpose of e-commerce fulfilment, your data may be obtained, retained and processed. The data processed may include your name, postal address, email address or telephone number. James and James Fulfilment Ltd complies with its obligations under the General Data Protection Regulations (GDPR) by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

The purpose of the processing of the data is to process orders on behalf of the data controller in order to fulfil orders.

Our lawful bases for processing data are;

The processing is necessary for a contract which has been entered into by the data subject with the data controller as well as the contractual obligations of James and James Fulfilment Ltd with the data controller. This relates to the provision of goods and services by the data controller and James and James Fulfilment Ltd whereby the processing of personal data is necessary for the purpose of delivery etc.

The processing is necessary to comply with relevant legal obligations.

Where an order has been placed, we may obtain and store personal data relating to an order or purchase placed with the data controller. Where personal data has been obtained, it will be held for sufficient time to enable James and James Fulfilment Ltd to carry out its duties under the contract formed with the data controller and for the provision of goods and services by the data controller and the data processor. We will only process your data for the purposes for which it was collected and for the purpose of satisfying any legal or accounting requirements. By law, we are required to retain certain types of data for a period of 6 years.

We do not sell, rent or exchange your personal data with any third party for commercial reasons. We follow strict security procedures in the storage and disclosure of information which has been provided to us by the data controller, to prevent unauthorised access in accordance with the General Data Protection Regulations. We do not collect sensitive information about you except when you specifically and knowingly provide it.

Your personal data may be shared with third party companies. This may include couriers and delivery companies as well as courier management systems. The sharing of such data to these third party companies is necessary for the fulfilment of orders and does not exceed any reasonable expectation of the processing of the data.

Your personal data may be transferred out of the European Union to our US Fulfilment Centre or to third parties such as couriers where necessary for the performance of a contract between yourself and the organisation or for the performance of a contract made in your interests between the controller and another person.

Your rights and your personal data

Unless subject to an exemption [under the GDPR], you have the following rights with respect to your personal data: -

The right to request a copy of your personal data which James and James Fulfilment Ltd holds about you;

The right to request that James and James Fulfilment Ltd correct any personal data if it is found to be inaccurate or out of date;

The right to request your personal data is erased where it is no longer necessary for James and James Fulfilment to retain such data;

The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable.

The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;

The right to object to the processing of personal data, where applicable.

The right to lodge a complaint with the Information Commissioner's Office.

Please email us at hr@jamesandjames.com (ensure you provide proof of identification when emailing) if

- you object to your personal details being processed, or
- you believe we hold the incorrect details for you and would like us to rectify the data we hold, or
- you would like us to delete the data we hold for you, or
- you would like to restrict how we process your data, or
- if you entered into a contract with us and would like a copy of the data we hold about you in a format which can easily be transferred to another provider.

Please note that you have the right to request the above, however, when we receive your requests we may object to your request if we do not agree with it. However, if you do make the request we will tell you if the request has been granted or not.

Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact James and James Fulfilment Limited by emailing hr@jamesandjames.com, or by post James and James Fulfilment Limited, Liliput Road, Brackmills Industrial Estate, Northampton, Northamptonshire, NN4 7DT.

Alternatively, you can contact the Information Commissioner by calling the ICO Helpline 0303 123 1113 - www.ico.gov.uk/complaints.