
PRIVACY NOTICE

Goonvean Aggregates Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our Customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the Data Protection Act 2018 (the 'DPA 2018') and the General Data Protection Regulation (the "GDPR").

1. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the GDPR relating to your personal data.

2. What is Personal Data?

Personal data is any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 4.

3. What Are Your Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 10.
- b) The right to access the personal data we hold about you. Part 9 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 10 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 10 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly and we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business provider.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

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- i) Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

4. **What Personal Data Do You Collect?**

We collect the following personal data:

Email address
Phone number
Addresses
Bank details
Contact names / signatures
Visitor photos / car registration numbers

Your personal data is obtained from the following third party:

Merchants

5. **How Do You Use My Personal Data?**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interest to use it. Your personal data will be used for the following purposes:

For the fulfilment of a sales order / sales invoicing we will use the following data:

Email address
Phone number
Addresses
Bank details
Contact names

For the fulfilment of a sales quotation we will use the following data:

Email address
Phone number
Addresses
Contact names

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Site login for visitor health and safety:

Name

Car registration

Photo

Signature

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email / post / phone with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt out.

6. **How Long Will You Keep My Personal Data?**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for no longer than seven years.

7. **How and Where Do You Store or Transfer My Personal Data?**

We will only store or transfer your personal data within the UK and the European Economic Area (the "EEA"). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the GDPR or to equivalent standards by law.

8. **Do You Share My Personal Data?**

We may share your personal data with other companies in our group such as the Goonvean Group and Equinox for customer records and visitor records.

We may sometimes contract with the following third parties to supply products and services to you on our behalf. These may include payment processing, delivery, and marketing. In some cases, those third parties may require access to some or all of your personal data that we hold.

Equinox – Sharing of customer data for processing / saving / IT purposes

Third party hauliers – Phone number, contact name and addresses shared in order to facilitate deliveries

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the

law, as described above in Part 7.

If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the GDPR, as explained above in Part 7.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

9. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 10. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. Please ask us for one.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover **our** administrative costs in responding.

10. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

- Email address: tziemski@equinoxx.uk
- Telephone number: 07544 366400
- Postal address: Equinoxx, Goonvean Business Park, Venn Place, Cullompton, Devon EX15 1UY

11. Cookies and Tracking

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users’ browsing actions and patterns, and does not identify any individual and we will not collect personal information in this way. We may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer’s hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to

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our site. Contact Us If you have any questions relating to our privacy policy or how we use the information you provide us with, please contact us using one of the following methods: Phone: 07544 366400, Email: tziemski@equinoxx.uk or write to us at Equinoxx, Goonvean Business Park, Venn Place, Cullompton, Devon EX15 1UY

Necessary

Necessary cookies are required to enable the basic features of this site, such as providing secure log-in or adjusting your consent preferences. These cookies do not store any personally identifiable data.

Cookie: cookieeyes-consent

Duration: 1 year

Description: CookieYes sets this cookie to remember users' consent preferences so that their preferences are respected on subsequent visits to this site. It does not collect or store any personal information about the site visitors.---

Functional

Functional cookies help perform certain functionalities like sharing the content of the website on social media platforms, collecting feedback, and other third-party features.

Cookie: _lscache_vary

Duration: 2 days

Description: Litespeed sets this cookie to provide the prevention of cached pages.---

Analytics

Analytical cookies are used to understand how visitors interact with the website. These cookies help provide information on metrics such as the number of visitors, bounce rate, traffic source, etc.

Cookie: SNID

Duration: 1 year 1 month 4 days

Description: Snitcher sets a cookie named 'SNID', with a lifetime of 2 years, and with the purpose to distinguish between visitors.

Cookie: _ga_*

Duration: 1 year 1 month 4 days

Description: Google Analytics sets this cookie to store and count page views.

Cookie: _ga

Duration: 1 year 1 month 4 days

Description: Google Analytics sets this cookie to calculate visitor, session and campaign data and track site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognise unique visitors.

*****Note the “SNID” analytics cookie is only if they agree to Snitcher**

12. Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be reflected on this page, and we encourage you to review this policy periodically.

By using our website and completing the contact form, you consent to the collection and use of your information as described in this Privacy Notice. If you have any questions or concerns regarding our privacy practices, please contact us using the information provided in Part 10.

This Privacy Notice has been reviewed on 24/01/25