

Data Protection Fair Processing Notice

We are committed to processing your personal data in accordance with EU data protection laws. This Data Protection Fair Processing Notice aims to give you information on how your personal data (i.e. information which directly or indirectly identifies you) is processed by us. For the purposes of EU data protection laws, we are a data controller.

Data That May Be Collected:

We may collect certain personal data with respect to you as a customer, including without limitation your name, your work address, contact details, or details of your business. When we are dealing with corporate entities, we will collect personal data about the individuals who are directors and shareholders, where the data is held publicly such as by Companies House. We collect some of this data from third parties, for example marketing companies.

Use of Personal Data:

We will use your personal data for provision of products, services, and solutions. We may also use your data for statistical analysis, marketing, and otherwise as necessary to comply with applicable laws, regulations, and/or codes of practice. The processing of personal data may be necessary for the performance of a contractual relationship, compliance with a legal obligation, or where it is in our legitimate interests.

Disclosure to Certain Third Parties:

We may disclose certain information to (i) companies which we are a member of; (ii) to our service providers including information technology system providers; (iii) to courts, governmental and non-governmental regulators, and ombudsmen; (iv) to any third party that acquires or is interested in acquiring all or part of our assets or shares whether by merger, acquisition, reorganisation, or otherwise; (v) as otherwise required or permitted by law.

Your Rights:

Under applicable EU data privacy laws, you might have a right to (i) request access to and rectification or erasure of your personal data; (ii) obtain restriction of the processing or object to the processing of your personal data; and (iii) request data portability (i.e. the transfer of personal data from one data controller to another in certain circumstances). If you wish to exercise any of these rights, you should contact the Data Privacy Officer as described below. You also have the right to lodge a complaint about the processing of your personal data with your local data protection authority.

Security:

We will take reasonable steps to protect your personal data against loss or theft, as well as from unauthorised access, disclosure, copying, use, or modification, regardless of the format in which it is held.

Retention:

We will normally retain your personal data for an indefinite period if you have transacted a financial agreement with us. If we have worked with you but the contract has not been taken, we will remove your data. Under certain circumstances this period may vary if we consider it necessary for good operational or commercial reasons, or in order to meet other legal obligations.

Enquiries, Requests, or Concerns:

All enquiries, requests, or concerns regarding this notice or relating to the processing of personal data should be sent to the Data Privacy Officer, Meeta Gargav, using the following email address: mgargav@caldere.com, or by calling +44 (0)1189 456 220 and speaking to Meeta Gargav.