



Privacy Policy

1. Introduction

- 1.1. This document explains the basis in which MasterWeaver collects and processes personal data.
- 1.2. MasterWeaver take data protection and privacy very seriously and we are in compliance with the General Data Protection Regulations (GDPR) and the Data Protection Act.

2. Name and Address of Controller

2.1. Definitions

- Controller: a person or body who determines the purposes and means of the processing of personal data.
- Personal Data: any information relating to an individual who can be identified by that information.
- Data Subject: a person whose personal data is processed by the controller responsible for the processing
- Processor: a person or body which processes the personal data on behalf of the controller.
- Recipient: a person or body to which the personal data is disclosed.

2.2 The Controller is

MasterWeaver Ltd, Stourport Road, Kidderminster, Worcestershire, DY11 7QL

Telephone: 01562 754 382

Email: info@masterweaver.co.uk

3. Information we may collect about you

3.1. We may collect and process the following data about you:

- 3.1.1. Information you provide by filling out either paper or online forms (filled in on our website www.masterweaver.co.uk). This includes information provided when registering with us online or requesting our services.
- 3.1.2. If you contact us via email or telephone, we may keep that correspondence and contact information.
- 3.1.3. Details of transactions carried out on our website (requesting samples to be sent to the address provided)

3.1.4. Details of personal information you provide to us on paper (such as completing our new account form), for the fulfilment of a mutual contract between us.

3.2. How we collect information about you:

3.2.1. From the Data subject directly (from the completion of forms)

3.2.2. From the Data subject indirectly (information from companies house, data subjects website etc.)

3.2.3. Research from third party providers (results from internet search engines)

3.2.4. From our agents and representatives with your consent

4. Purposes for processing information

4.1. Keeping personal details up to date and accurate for the fulfilment of a mutual contract between us.

4.2. Business activities of the data subject to ensure legitimacy

4.3. Providing personal information (name, address, telephone number) to the recipient (delivery drivers) so they are able to deliver the goods to the agreed place.

4.4. Carry out obligations from the contract between the data subject and MasterWeaver.

4.5. Notify you about any changes to our service

4.6. Using you data to comply with any legal obligations

4.7. Company details and trade references of the subject to ensure the contract is fulfilled from both parties.

4.8. When necessary, we share information with individuals within the company and other organisations (business associates, employees, suppliers and service providers).

5. Security of Data

5.1. As a controller, we have implemented a set of procedures to ensure that your information is stored securely. However, absolute security cannot be guaranteed. If you have a particular concern about the security of data transmission, alternative methods can be looked into.

5.2. We use a variety of technologies and procedures.

5.3. Paper documentation is only accessible by employees and does not leave the (alarmed and locked) premises unless information has been handed to a delivery driver.

5.4. If you have registered with our website, you have chosen a password to access your personal information and are responsible for keeping that confidential.

5.5. Personal information that is stored on our electronic system is password protected so that only authorised users may access it when necessary.

5.6. Data that we collect is predominately stored in the UK but our mother company is based in South Africa so if it is required by them, we may have to transfer data to them. Their electronic systems are also password protected.

6. Data Subject Rights

- 6.1. GDPR provides EU Data Subjects with numerous rights in regards to their personal information. In order to invoke their rights, the data subject may contact MasterWeaver.
- 6.2. Right of confirmation – whether or not personal data concerning them is being processed.
- 6.3. Right of access – Each data subject will have the right to obtain free information about their personal data being stored, at any time and a copy of this information.
- 6.4. Right to rectification – Data Subject has the right to rectify any inaccurate personal data stored, by the Controller, without undue delay. The data subject also has the right to have incomplete personal data stored unless necessary for the process completion.
- 6.5. Right to erasure – Data Subject has the right to have their personal information erased by the Controller without undue delay unless needed for processing purposes.
- 6.6. Right to restrictive processing – Data subject has right to restricting the processing of their personal data.
- 6.7. Right to data portability – Data Subject has the right to receive a copy of their information being held by the Controller in a commonly-used format and machine-readable.
- 6.8. Right to Object – Data Subject has right to object to the processing of their personal data for a specific reason.
- 6.9. Right to withdraw consent – Data Subject has a right to withdraw their consent at any time by sending an email to info@masterweaver.co.uk

7. Auto decision-making and profiling

- 7.1. MasterWeaver do not process data for auto decision-making and profiling

8. Contact Us

- 8.1. If you have any queries or concerns about this policy, please do not hesitate to contact us at info@masterweaver.co.uk