



G3 REMARKETING LTD

Privacy Policy

Introduction

G3 Remarketing respects your privacy and is committed to protecting your personal data. This Privacy Policy will inform you how we look after your personal data and tell you about your privacy rights and how the law protects you.

Information about us

G3 Remarketing is registered in England and Wales under company number 06929699 and has its registered office at G3 House, Thunderhead Ridge, Castleford, West Yorkshire, WF10 4UA. Telephone 01132014444, email info@g3r.co.uk

Data Protection Principles

When processing your personal data, we must comply with the following, which ensure that your personal information must be:

- Processed lawfully, fairly and in a transparent manner.
- Processed for specified, explicit and legitimate purposes.
- Adequate, relevant and limited to what is necessary.
- Accurate and kept up to date.
- Kept for no longer than is necessary; and
- Processed in a manner that ensures appropriate security.

What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Call recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints

- Biometric information (where used to identify someone)

We collect or use the following information for the operation of customer accounts:

- Names and contact details
- Addresses
- Payment details (bank information for transfers)
- Purchase history
- Account information, including registration details
- Marketing preferences

We collect or use the following information for service updates or marketing purposes:

- Names and contact details
- Marketing preferences
- Purchase or viewing history
- Records of consent, where appropriate
- Filming/Recording on site; this may be directly by G3 or a third party (who has been given permission by G3). This material may be used on various social media platforms.

Lawful basis

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to register you or your organisation (as the case may be) or to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time. Our lawful basis for collecting this data is – consent.

Where we get personal information from

- People directly.
- CCTV footage, or other recorded images.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal data.
- Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.
- You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.
- To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the Information Commissioners Office

Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

By law we must keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers.

Changes to this policy and your duties to inform us

Any changes we make to this Privacy Policy in the future will be updated on our website.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.