

TRIMFIX MOULDINGS

Plastic Injection Moulders

GDPR STATEMENT

Any personal information processed by **Trimfix Mouldings Limited, trading as Trimfix Mouldings** (hereinafter “**Trimfix Mouldings**”) in connection with this Privacy Policy is controlled by Trimfix Mouldings, which is considered the “data controller” of your personal information under European Union and UK data protection law. Our address is Data Protection Officer, Trimfix Mouldings, Unit 11, Leigh Road, Haine Industrial Estate, Ramsgate, Kent CT12 5EU England.

What do we mean by personal information?

Personal information means details which identify you or could be used to identify you, such as:

- Your name;
- Contact details;
- Your name and address or that of the company you work for;
- Sale and purchase history of goods and services provided to you or you provide to us;
- Bank account details to enable us to pay invoices rendered to Trimfix Mouldings.

When does this privacy policy apply?

This Privacy Policy applies to personal information about you that we collect, use and otherwise process regarding your relationship with us as a supplier, customer and/or potential supplier or potential customer.

How can you keep your personal information secure?

We take great care to protect the personal information you provide to us.

We do not share your information or sell your information with any third-parties for marketing or any other purpose.

When do we collect personal information about you?

We collect personal information about you whenever you use our services (whether these services are provided by us or by other companies or agents acting on our behalf), including when you interact with us via email.

For additional details see '[What personal information do we collect and retain?](#)' below.

In addition, we may receive personal information about you from third parties, such as:

- Companies sub-contracting by us to provide services to you.
- Raw material suppliers with who we purchase raw materials to be used in the production or sub-assembly of your products;
- Tool makers and design engineers / design engineering companies / packaging companies and any other third-parties involved in the design, concept of your product or service;
- Courier and transport companies to enable the delivery of parts and services to you.

What personal information do we collect and retain?

When you as an individual or on behalf of the company you are employed by use our services, we collect the following categories of personal information:

TRIMFIX MOULDINGS

Plastic Injection Moulders

GDPR STATEMENT

- Information you provide via your e-mail signature / letter head / documentation you share with us.
- Information you provide for Trimfix Mouldings to complete and manage an order you have placed with us or a service you have requested from us e.g. bank account details.
- Information collected during a meeting.
- Information about the services and products we have provided to you in the past.

What is your personal information used for?

The purposes for which we use your personal information is used is to enable us:

- To fulfil purchase orders placed by you or your company with us;
- To purchase goods and/or services from you or your company;
- To send order updates and service communications to you.
- To send you status updates and service communications.

Will you receive marketing from us?

Neither Trimfix Mouldings nor third parties acting on our behalf will send you marketing literature.

However, we may contact you from time to time to keep you informed of any new services or new product ranges available (e.g. new grades of raw materials or alternative grades of raw materials to the ones being used in the production of your products) which may be of interest to you and/or your company.

What is our legal basis for using your personal information?

Trimfix Mouldings will only process your personal information where we have a legal basis to do so. The legal basis will depend on the reason or reasons Trimfix Mouldings collected and needs to use your information. Under EU and UK data protection laws in almost all cases the legal basis will be:

- Because we need to use your information so that we can process your order, fulfil delivery of orders and otherwise perform the contract we have with you.
- Because Trimfix Mouldings needs to use your personal information to comply with a legal obligation.
- To protect the vital interests of you or another person.
- Because you have consented to Trimfix Mouldings using your information for a particular purpose.

More information on each legal basis is provided below.

If processing of your data is subject to any other laws, then the basis of processing your data may be different to that set out above and may in those circumstances be based on your consent in all cases.

How long do we keep personal information?

We will keep your information for as you are or are employed by a customer or supplier of Trimfix Mouldings. We will actively review the information we hold and delete it securely, or in some cases anonymise it, when there is no longer a legal, business or customer need for it to be retained. If you stop interacting with us as a customer or supplier, we will remove or anonymise your information after

TRIMFIX MOULDINGS

Plastic Injection Moulders

GDPR STATEMENT

7 years. However if we hold assets (i.e. tooling) belonging to you or your employer we will continue to hold your personal information until such assets are collected by you.

Performance of a contract with you

It will be necessary for Trimfix Mouldings to use your personal information to complete an order you or the company you are employed by have made with us or a purchase we have made from you. For example, we may need to use information such as your contact details in order to facilitate a courier company to deliver orders and/or payment information to purchase items from you.

Legitimate Interests

As a limited company Trimfix Mouldings has a legitimate business interest to use the personal information we collect to offer an effective service and carry out our business.

Compliance with legal obligations

There are situations where Trimfix Mouldings is subject to a legal obligation and needs to use your personal information to comply with those obligations.

To protect the vital interest of you or another person or company

There are situations where we may need to use your personal information to protect the vital interests of you or another person.

Consent

Alternatively, we may collect and use your personal information where you have given your specific consent to us doing so – such as forwarding your contact details to us should you be providing a service.

If the basis of our processing your data is consent to marketing the services you provide, you can withdraw your consent to such processing at any time, by sending an e-mail to info@trimfix.co.uk.

However, if you withdraw your full consent, in some circumstances, it may mean we will not be able to provide all or parts of the services you or the company you work for have requested from us and you will not be able to cancel your order or obtain a refund of any charges you have paid.

Do we share your personal information?

We do not share your personal information without your consent or request.

However, we may disclose your personal information to the following third parties for the purpose described here:

- Third parties, such as law firms and law courts, to enforce or apply any contract with you.
- Third parties, such as the police and regulatory authorities, to protect our rights, property, or the safety of our customers, staff and assets.
- If necessary to comply with a legal or regulatory obligation in any jurisdiction, including where that obligation arises because of a voluntary act or decision by us (e.g. our decision to operate to a country or a related decision).

TRIMFIX MOULDINGS

Plastic Injection Moulders

GDPR STATEMENT

- HM Revenue and Customs in the UK and/or customs and tax authorities in other countries as legally required in respect of the import and export of goods and services as required by local laws;

We do not sell personal information to third parties, and we do not authorise third parties to send you marketing information.

What countries will your personal information be sent to?

If you are based outside of the UK and the European Economic Area your personal information may be sent to and stored by third parties acting as our or your agents in countries outside the country in which you are located and outside the European Economic Area and the UK.

The nature of our business means that in relation to customers and suppliers situated outside the UK and European Economic Area it is often necessary for us to send your personal information outside the European Economic Area or the UK to fulfil delivery / collection arrangements. This occurs because Trimfix Mouldings sells goods and services across the world and the third parties acting as our or your agents e.g. courier / shipping companies as identified in '[Who do we share your personal information with?](#)' have operations in countries across the world.

This situation may also occur whereby we are in contact with raw material producers and their engineering team on your behalf in respect of engineering advice/assistance in relation to your products/potential products whereby they are situated outside of the European Economic Area and the UK.

This may involve sending your data to countries where under their local laws you may have fewer legal rights.

Where your personal information is transferred outside the European Economic Area or the UK because we are using a service provider in a third country, we will implement safeguards such as:

- only providing the absolute minimum information required e.g. to deliver / collect goods and/or services from you.
- only use reputable courier / shipping companies.
- only provide your information to raw material producers when you have requested to be copied into e-mail correspondence / have copied us into your own e-mail correspondence with that company.

in order that your personal information continues to be protected to the standards set out in this privacy policy.

Requesting a copy of your personal information

Under the **UK Data Protection Act 1998**, you may request a copy of any personal data about you held by Trimfix Mouldings. There is no fee for this request.

The request must be in writing and must contain the following:

- Your name and postal address.
- Details of your request.
- Any details which may help us locate the information which is the subject of your request.

TRIMFIX MOULDINGS

Plastic Injection Moulders

GDPR STATEMENT

You must also provide:

- A photocopy of your passport or driving licence, so that we can verify your identity.
- Your signature and the date of the request.
- If you are applying on behalf of another person then signed authority from the individual is required.

Please send your request to the Data Protection Officer, whose address you will find at the bottom of this statement.

[What are your legal rights in relation to the personal information we hold about you?](#)

Under data protection laws in the European Union and the UK, you have certain rights in relation to your personal information. Responses to exercise your rights will be provided within one month and generally there is no fee for making these requests. If your request is particularly complicated we may extend the deadline for responding to three months, but we will let you know if this is the case.

We will handle all requests in accordance with applicable law. However, depending on the right you wish to exercise, and the nature of the personal information involved, there may be legal reasons why we cannot grant your request. Further explanation of those rights and the exceptions to them are set out below.

Details of how to exercise your rights are set out in the section below "[How can you exercise your legal rights and change how we use your data?](#)".

Your rights include the following:

1. You may request us to stop using your personal information where we are doing so under legitimate interests (see the section "[What is our legal basis for using your personal information](#)" for examples of when that applies) unless it is needed for dealing with legal claims or we have other compelling legitimate reasons that override your rights.
2. You may access the personal information we hold on you. There are some limited exceptions to this right, such as information relating to others who have not consented to the disclosure of their information and information which is legally privileged. Please see "[Accessing your personal information](#)" below for more details.
3. You may ask us to correct your personal information (the 'right of rectification') if that information is inaccurate.
4. You may ask for personal information which identifies you to be erased (or forgotten).

To do this we will remove the information that identifies you from the data we hold in our active systems ("anonymise") where possible. However, a separate and restricted copy of the identifying information will be kept for 7 years where possible to meet the obligations we have to law enforcement, national authorities and legal proceedings. It may not be possible to "anonymise" you or to keep the information we hold longer than the 7 years should we be holding assets on either your or your companies behalf i.e. tooling or until outstanding invoices are settled in full.

Considerations:

- We may need to retain certain elements that relate to a contract between you and Trimfix Mouldings because we need it for our own legal and auditing purposes (for more information on the basis on which we process your personal information see the section "[What is our legal basis for using your personal information?](#)").

TRIMFIX MOULDINGS

Plastic Injection Moulders

GDPR STATEMENT

- A record of your request including the personal information you supplied will be retained in the application used to carry this out for 3 years.
- In some circumstances it may mean we will not be able to provide all or parts of the services you have requested from us in relation to previous products produced by us or services you have previously shared with us.
- We cannot erase your personal information if you are the owner of, or continued to work for a company for whom we hold tooling or assets owned either by you or the company you work for.
- We cannot erase your personal information if we have identified that you either have an open complaint with us or we hold a previous case for you within the past 6 years. We are required to retain this information in case there is a need to re-open the complaint.

How can you exercise your legal rights and change how we use your data?

If you wish to change how we use your personal information, please email info@trimfix.co.uk.

We will ask for some information to identify you, which will only be used to process your request. We will verify your identify via email before processing your request.

Alternatively you can make a request by writing to us, ensuring you mark the letter for the Data Protection Office, at the address you can find at the bottom of this statement.

Accessing your personal information

If you wish to receive a copy of your information, you can make your request in writing and include the following information with your request:

- Your name and postal address
- Details of your request
- a photocopy of your passport or driving licence, so that we can verify your identity
- your signature and the date of the request
- if you are applying on behalf of another person then signed authority from the individual is required

Or alternatively you can make a request by writing to the Data Protection Officer at the address can be found at the bottom of this statement.

How will we inform you of changes to this Privacy Policy?

If we change this Privacy Policy, we will let you know about the changes by publishing the updated version on our website trimfix.co.uk. We are committed to protecting and respecting your privacy and will continue to do so in any future changes we make to this Privacy Policy.

This Privacy Policy came into effect on **25 May 2018**. This Privacy Policy applies to all information we process about you in connection with your relationship with us as a supplier, customer or potential supplier or potential customer. We may update or amend this policy from time to time and the current version will be published on our website at www.trimfix.co.uk

Please write to the Data Protection Officer if you have any questions or would like to find out more about any matters to do with this Privacy Policy.

We will endeavour handle your information responsibly. If you are unhappy about the way we do this, please contact Trimfix Mouldings' Data Protection Officer who will address your concerns.

TRIMFIX MOULDINGS

Plastic Injection Moulders

GDPR STATEMENT

You can contact the Data Protection Officer for Trimfix Mouldings via:

- an e-mail marked **F.A.O. DATA PROTECTION OFFICER** at info@trimfix.co.uk
- or in writing to:

**Data Protection Officer
Trimfix Mouldings
Unit 11 Leigh Road
Haine Industrial Estate
Ramsgate
Kent
CT12 5EU
England**

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](#).