

Supplier Communication & Data Storage

All methods of Communication & Data Storage relating to a supplier.

Physical Meetings

Data Held: Business Card Data, usually Full name, Company Name, Email, Phone Number and any other data specified on a business card

Shared with: No other 3rd parties, just internally

Lawful Basis: Consent

Purpose of stored data: This personal data is for internal use only as a reference for future business enquiries. If the card is thought to be out of date or no longer needed it is shredded.

General Enquiry via Phone

Data Held: Full name, Email, Number, Company Name, Company Number

Shared with: No other 3rd parties, just internally

Lawful Basis: Consent

Purpose of stored data: To call back with answers to the enquiry and use the details for potentially updating supplier data within our own systems. The company name and number will be stored within our phone system for later use.

General Enquires via Email

Data Held: Full name, Email, Number, Company Name

Shared with: No other 3rd parties, just internally

Lawful Basis: Consent

Purpose of stored data: To call back with answers to the enquiry and use the details for potentially updating supplier data within our own systems.

Live Chat

Data Held: Full Name, Number, Email, Billing Address, Delivery Address, Any other information stated within the chat

Shared with: Zendesk our 3rd party Email marketing platform

Lawful Basis: Consent

Purpose of stored data: For us to be able to assist with general enquiries and resolve them. This data will be deleted on a routine basis.

Invoice Letter

Data Held: Customer Name, Customer Address, Customer Company name, Supplier Address, Supplier Company Name, Supplier VAT Reg, Supplier Email, Supplier Phone, Supplier Fax, Supplier Bank, Account Number, Sort Code, Swift Number, IBAN, Signature

Shared with: Nobody

Lawful Basis: Legal Obligation

Purpose of stored data: Legally, for financial reason we need to keep the stored data for 7 years to prove are accounting records to be true.

Change of Bank details by Letter

Data Held: Supplier Address, Supplier Company Name, Supplier VAT Reg, Supplier Email, Supplier Phone, Supplier Fax, Supplier Bank, Account Number, Sort Code, Swift Number, IBAN, Signature

Shared with: Nobody

Lawful Basis: Legal Obligation

Purpose of stored data: Legally, for financial reason we need to keep the stored data for 7 years to prove are accounting records to be true. We also need to be able to pay the supplier for the money that they are owed from us.