

HOW WE WILL USE YOUR DATA & RETENTION

In trading with us, you (the customer or supplier) give full consent to The Erodex Group to use your personal data for the purposes of trading with yourselves. Below we have set out some key information on the type of data we will hold, how we will use this data and the relevant retention times:

Data Type	Storage	Usage	Sharing	Retention Period
Address	Electronic (on premises & cloud) & paper	Shipping goods, business documents, internal documents, arranging visits	Internal group, couriers	Date of last trade +7 years
Name	Electronic (on premises & cloud) & paper	Shipping goods, business documents, internal documents, arranging visits	Internal group, couriers	Date of last trade +7 years unless advised employee has left the company
Telephone Number	Electronic (on premises & cloud) & paper	Business documents, internal documents, arranging visits, contacting, marketing	Internal group, couriers	Date of last trade +7 years
Email Address	Electronic (on premises & cloud) & paper	Business documents, internal documents, arranging visits, contacting, marketing	Internal group	Date of last trade +7 years
Credit Card Information	Paper	Processing one requested payment	Relevant internal departments, credit card payment company	Sensitive data- only for time needed to process the payment. Non-sensitive data- 1 week
Bank Details	Paper & electronic	Processing payments	Bank	7 year

Note: Some details will be kept longer than the stated retention periods for legal reasons (i.e. information on invoices).

Data may be retained longer in email archives.

ADDITIONAL DATA

At times, Erodex may collect/store additional data about you or your company. Erodex will only use this data for the purposes it was obtained / consent was given. In addition, Erodex will only store this data for the period required to allow normal business functions and to comply with all legal requirements.

EMAIL

When emailing Erodex, you consent for your message(s) to be shared internally, within the group, externally and stored both locally and in the cloud. While Erodex will never share your messages for any reason other than the required business functions, your messages may be shared outside of our organisation in email chains or by forwarding. Situations where this might arise include but are not limited to: Sending information to third parties, where you need to be included in the email responses, responding to your emails where others have been copied in, resolving technical issues, spam filtering.

TELEPHONE

In trading with Erodex and accepting these terms, you give consent for your telephone contact details to be used for the purposes detailed in the table above. Erodex may also record calls for training and quality purposes, this can be paused upon request. Sensitive data, such as credit card information, will not be recorded.

THIRD PARTIES

As detailed in the table, Erodex will share certain data with third parties for purposes relating to business functions (e.g. couriers). Erodex will never share your data with any third parties for reasons other than those required to provide the services, unless otherwise stated. Your data can be used for marketing purposes where consent is given and third party software may be used to process these communications.

In order to trade with The Erodex Group consent for your data to be used in the ways stated in this document are required.

Please send confirmation to your Erodex representative.

If you do not wish to have your data used in the ways stated above, please raise your concerns with your Erodex representative or contact gdpr@erodex.com.