

MULTI-SOURCE UK LTD

Privacy Notice

Multi-Source (UK) Ltd (“Multi-Source”) collects and processes personal data relating to its customers and contacts in order to provide goods and services to them. Multi-Source is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What personal data do we process

Multi-Source collects and processes a range of information containing personal data about you including the following:

- your name, business address and contact details, including email address and telephone number, your occupation and employer (if applicable).

Where any of our customers are individuals, we will also process financial information, such as bank account details, for the purposes of taking payment for purchases from us and/or agreeing to credit terms.

Multi-Source may collect this information in a variety of ways including directly from you, from your employer and from publicly available sources such as your business website.

Your personal data will be stored electronically and in secure digital format in our systems and in hard copy.

Why do we process personal data

Any personal data processed by Multi-Source about its customers who are individuals and have contracted with Multi-Source will be processed on the basis of that contract and in order to meet our obligations and exercise our rights in terms of that contract.

In other cases, Multi-Source has a legitimate interest in processing personal data which allows Multi-Source to respond to queries about our business and products, source suppliers, undertake marketing activities and interact with individuals engaged on behalf of our corporate customers.

There may be some occasions where we seek your consent to process personal data but, if we do, we will provide full details of what we are seeking consent for, so that you will be able to carefully consider whether to provide that consent.

Where you have provided consent, you can withdraw that consent at any time by contacting us at [sales@multi-sourceukltd.co.uk].

Who has access to your data

Your data may be shared internally with Multi-Source directors and staff as appropriate.

We will also share your data as required by law.

Multi-Source also shares your data with third parties and third party service providers that process data on our behalf in connection such as IT providers.

Multi-Source may also share your data with third parties in the context of a sale or restructure of some or all of its business. In those circumstances the data will be subject to confidentiality arrangements.

How do we protect personal data

Multi-Source takes the security of your data seriously. Multi-Source has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its directors and employees in the performance of their duties.

Where Multi-Source engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data. They are also not allowed to use your personal data for their own purposes.

How long do we keep personal data

Multi-Source will hold your personal data for the duration of any contract with you and for a period of 6 years after the end of that contract. All other information will be held for 6 years.

Failure to provide data

Please note that where you have entered into a contract with Multi-Source for provision of goods or services, failing to provide the data may mean that Multi-Source is unable to properly implement the contract and that you are unable to exercise certain contractual rights.

Your rights

As a data subject, you have a number of rights. You have the right to:-

- access and to obtain a copy of your data;
- require Multi-Source to change incorrect or incomplete data;

- require Multi-Source to delete or stop processing your data, in certain circumstances;
- object to the processing of your data where Multi-Source is relying on its legitimate interests as the legal ground for processing;
- obtain a portable copy of your data in certain circumstances; and
- object to automated decision making.
- If you would like to exercise any of these rights, or if you have any concerns about how your personal data is being processed, please contact [sales@multi-sourceukltd.co.uk].
- If you believe that Multi-Source has not complied with your data protection rights, please contact us in the first instance at [gordon.young@multi-sourceukltd.co.uk]. If you are not satisfied with any response you can complain to the Information Commissioner. Contact details are available at www.ico.org.uk.