



Pan Artisan Privacy Policy

Our contact details

Name: Pan Artisan Limited

Address: Units 20 – 26 Holmbush Industrial Estate, Midhurst, GU29 9HX

Phone Number: 01730 811 490

E-mail: dataofficer@panartisan.com

Revised privacy policy 14.10.2021

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- We use the information that you have given us in order to service customer and supplier requests as well as maintain appropriate HR records.

We may share this information with HMRC for payroll related data.

Under the applicable data protection laws concerning the processing of personal data and privacy (including but not limited to the Data Protection Act 2018 as this may be amended or supplemented from time to time) (UK Data Laws), the lawful bases we rely on for processing this information will (as appropriate to the particular circumstances) be:

- (a) It is necessary in order to enable us to fulfil our contractual obligations.
- (b) We have a legal obligation to process the information.
- (c) We have a legitimate interest in processing the information.

How we store your personal information

Your information is securely stored physically and electronically with approved only access to data sources.

We keep financial and banking information for 7 years. We will then dispose your information by either deletion from electronic systems or via confidential waste disposal. Employment records are kept for up to 10 years post-employment and are then destroyed via confidential waste disposal methods and deletion from electronic systems.

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Customer & Supplier information is kept for 7 years post termination of customer/supplier relationship in accordance with finance documentation and then destroyed by either physical disposal via confidential waste services or deleted from electronic systems.

We utilise and document appropriate organisational and technical measures to ensure that personal data processed by us is kept secure.

Where we use third party data processors we will choose them carefully with a view to their data security and compliance with UK Data Laws and have UK Data Laws-compliant contracts with them.

We do not transfer personal data (or within our IT system) to recipients located outside the European Economic Area and the UK without confirmation from our Data Protection Officer that such transfer is lawful.

Your data protection rights

Under UK data protection laws, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information (see further below) (a subject access request).

Your right to rectification - You have the right to ask us to rectify personal information 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 information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

As a general rule, you are not required to pay any charge for exercising your rights. However UK Data laws permit us to charge a reasonable fee to cover our administrative costs in replying to a subject access request where we are of the opinion that the request is manifestly unfounded or excessive or you [request](#) additional copies of information.

If you make a subject access request, we generally have one month to respond to you. Where we have requested a fee (see above) then the one month period starts from when we receive the fee.

When making a subject access request we would ask that your request includes the following:

- a clear label for your request (e.g. use 'subject access request' as your email subject line or a heading for your letter);
- the date of your request;
- your name;
- any other information used by the organisation to identify or distinguish you from other individuals (e.g. customer account number or employee number);
- your up-to-date contact details;

- a comprehensive list of what personal data you want to access, based on what you need;
- any details, relevant dates, or search criteria that will help the organisation identify what you want;
- how you would like to receive the information (e.g. by email or hard copy)

Please contact us at dataofficer@panartisan.com , 01730 811 490, Pan Artisan Ltd, Unit 23 Holmbush Industrial Estate, Midhurst, West Sussex, GU29 9HX if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at dataofficer@panartisan.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>