

General Data Protection Regulation (GDPR)

Privacy Policy Notice

Data Controller: **Crossways Service Centre Ltd**
 t/a Crossways of Ellingham
 99 Yarmouth Road
 Ellingham
 Bungay
 Suffolk NR35 2PH

Crossways Service Centre Ltd collects and processes personal data relating to its customers in order to manage the relationship. Crossways is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does Crossways collect?

Crossways collects and processes the following information:

- Your name, address and contact details including your email address

Crossways collect this information directly from you via the consent forms sent out as part of our compliance with GDPR or as a personal consent for the purposes of keeping records for AMTRA wormer/flea product sales.

We do not use any third party to collect or process information on our behalf.

Why do we collect this data?

Crossways needs to process data to:

- Supply you with products
- Send invoices and statements
- Keep you informed of any special offers or promotions

Who has access to this data?

Your information may be shared internally within the Crossways team providing access to your data is necessary for performance of their roles.

Crossways will not disclose or share your information with any third parties.

How long do we keep your data?

We will keep Personal information for as long as is necessary for the purposes for which we collect it. The precise period will depend on the purpose for which we hold this information. In addition, there are laws and regulations that apply to us which set minimum periods for retention of personal information, Inland Revenue, HM Customs & Excise, AMTRA etc.

Marketing Purposes

Crossways will only send you information on special offers or promotions which relate directly to the products which we sell or relating to any special events due to be held on our premises.

Your Rights

As a data subject you have a number of rights which you can exercise in relation to the information we hold about you. You can read more about these rights here – <https://ico.org.org.uk/for-the-public/is-my-information-beinghandled-correctly/>

If you would like to exercise any of these rights, please contact the address below. If you would like us to delete you from our records we shall be happy to do so if you request this.

Queries or Complaints

If you have any queries regarding this privacy policy, or require any additional information or explanation, we will be more than happy to help. Please send any requests for this to the address below.

If you believe that Crossways has not complied with your data protection rights, you can complain to the Information Commissioner.

How to contact us

If you want to request information you can email juliepickering1@googlemail.com or write to:-

Data Protection Co-ordinator
Crossways Service Centre Ltd
99 Yarmouth Road
Ellingham
Bungay
Suffolk
NR35 2PH

Dated: 21st May 2018