

PRIVACY POLICY – Norfolk Water Ltd, Crystal Clear Coolers Ltd and EAW Company Ltd

Our group of companies (Norfolk Water Ltd, Crystal Clear Coolers Ltd and EAW Company Ltd) respect your privacy and are committed to protecting your personal data however it is collected.

Norfolk Water Ltd is the parent company of Crystal Clear Coolers Ltd and EAW Company Ltd all of which operate within the bottled water and office water cooler industry.

It is important that you understand that operationally our three companies act as a single unit and as such all data is shared within the group and all policies and procedures apply both individually and collectively to the companies in the group.

OUR DETAILS

Norfolk Water Ltd, West Harling Road, East Harling, Norwich, Norfolk NR16 2SQ
Registered in England and Wales 05059307
Telephone 01953 717332
Email address info@norfolkwater.co.uk
Website www.norfolkwater.co.uk

Crystal Clear Coolers Ltd, Unit 21 Jubilee End, Dale Hall Industrial Estate, Lawford, Essex CO11 1UR
Registered in England and Wales 09078025
Telephone 01206 625170
Email address info@crystalclearcoolers.co.uk
Website www.crystalclearcoolers.co.uk

EAW Company Ltd, West Harling Road, East Harling, Norwich, Norfolk NR16 2SQ
Registered in England and Wales 06163686
Telephone 01603 418051
Email address info@eawco.co.uk
Website www@eawco.co.uk

The registered office for all three companies is:
7 The Close, Norwich, Norfolk NR1 4DJ

INFORMATION THAT WE COLLECT FROM YOU

When you contact us via our websites, email, phone, post or in person we may collect, retain and process personal data information that you provide to us in order to fulfil your request.

Depending on the nature of your request and our business relationship the data collected may include (but is not limited to) your name, contact details, position within your company, address, credit card details for payments and bank details for amounts we need to pay to you.

On occasions, your details may be passed to us by one of your colleagues as the relevant contact person for the services we are contracted to provide.

To maintain customer service standards and to assist staff training, we may record and monitor incoming calls.

USE OF YOUR INFORMATION

The information collected and processed by us will be done so on one or more of the following legal bases:

- **Contract:** We need to store and process this information to carry out our business such as delivering our products and service, invoicing, ordering goods and collecting or making payment
- **Legal obligation:** For example, we are required to hold and process the personal data of our employees due to a legal obligation. This example would also fall under **Contract**
- **Legitimate interests:** For example, we may consider that someone that has asked about or applied for a job with us would be a sensible choice to contact in the future about any positions that become available – additionally in balancing your interests against ours it would still seem perfectly reasonable to use your data for this purpose

Your information will enable us to supply the goods or services you have requested. It will also enable us to bill you and to contact you where necessary concerning your orders. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business.

In particular, we may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the website or our services. We might also use your information to let you know by email or other medium about other associated products and services that we offer and which may be of interest to you.

DISCLOSURE OF YOUR INFORMATION

We will not disclose your information to anyone outside our group unless legally obliged, except to fulfil our core business obligations or if obviously in your best interests. Functions which may be outsourced to third party providers are:

- Payroll and accountancy functions
- Credit card and direct debit receipts
- Staff absence management
- Subcontract delivery services
- Supplier payments and customer credit refunds
- As a recommendation / referral for goods or services you provide

We take care to choose our third party suppliers and require that they respect the security of your personal data and treat it in accordance with the law. Additionally, we only allow them to use your data for our specified reasons and not for their own purposes.

Finally, if our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

COOKIES

Cookies are small amounts of information which we may store on your computer.

We use Google Analytics and other tracking code for marketing purposes and to better understand our website usage.

If you do not wish your visit to be tracked you should disable cookies in your browser.

SECURITY AND DATA RETENTION

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage.

Electronic data is stored on our secure UK hosted servers and access is password protected with an additional layer of passwords or encryption to access the programs holding the data within that environment.

The information held is retained either active or dormant for a period conducive to our business needs and as the law requires.

OUR PROMISE AND YOUR LEGAL RIGHTS

Insofar as there is no legal conflict and we have sufficient information to confirm your identity, you can request and we will happily provide or action:

- A more detailed breakdown of the purpose, retention policy and data held for your particular circumstance
- A correction of details held if required
- Erasure of details no longer required

For full details of your rights regarding this please visit www.ico.org.uk

You also have a right to complain to the Information Commissioner's Office (ICO) at www.ico.org.co.uk which is the supervisory authority for UK data protection issues. We would however, ask that you contact us in the first instance so that we can address any concerns you may have.

IN CONCLUSION

As with any policy, circumstances and laws change and so if you believe we are not complying with something fully please let us know and we will investigate and update promptly.

Any changes to our privacy policy in the future will be posted to the website and you can also request a copy and supplemental information by contacting us via the details at the beginning of this document.