



*Baco-Compak (Norfolk) Ltd.  
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## **Baco-Compak (Norfolk) Limited Privacy Policy**

### **How we use your information**

We are committed to protecting your privacy. This privacy notice tells you what to expect when BACOCOMPAK (NORFOLK) LIMITED collects personal information. It applies to information we collect about:

visitors to our websites;  
complainants and other individuals in relation to an enquiry;  
people who use our services; and  
job applicants and our current and former employees.

We use information held about you in the following ways:

to ensure that content from our site is presented in the most effective manner for you and for your computer;  
to provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;  
to carry out our obligations arising from any contracts entered into between you and us;  
to notify you about changes to our service;

If you are an existing Customer, we will only contact you by electronic means with information about goods and services similar to those which were the subject of a previous sale to you or our customer.

We do not disclose personal information about individuals to advertisers or sell your information to any other organisation for marketing purposes.

### **Visitors to our websites**

When someone visits <https://www.baco-compak.co.uk> we do not make any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies by BACOCOMPAK (NORFOLK) LIMITED

You can read more about how we use cookies on our Cookie Policy download.

### **People who call us**

All our business calls are recorded for training and monitoring purposes.

We retain recordings for up to 24 months.

### **People who email us**

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

### **People who make a complaint**

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We will keep personal information contained in complaint files in line with our retention policy. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

### **People who enquire with us**

Where enquiries are submitted to us we use the information supplied to process the enquiry. When consent is given, we will continue to contact the enquirer with information on services that we provide.

We may retain personal information, in the form of names and email addresses, for direct marketing communications.

Individuals can opt out of these communications at anytime by unsubscribing via a link included in emails or contacting us directly using the details at the end of this Policy.

We will not share any personal data received through this method with 3rd parties.

People who use BACOCOMPAK (NORFOLK) LIMITED services

BACOCOMPAK (NORFOLK) LIMITED offers various services to the public.

We have to hold the details of the people who have requested the service in order to provide it.

However, we only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who have subscribed to any of our services to carry out a survey to find out if they are happy with the level of service they received.

When people do subscribe to our services, they can cancel their subscription at any time and are given an easy way of doing this. We do not store financial details of our clients (credit or debit card numbers).

### **Job applicants, current, and former BACOCOMPAK (NORFOLK) LIMITED employees**

When individuals apply to work at BACOCOMPAK (NORFOLK) LIMITED, we will only use the information they supply to us to process their application. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand unless the disclosure is required by law.

Once a person has taken up employment with BACOCOMPAK (NORFOLK) LIMITED, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with BACOCOMPAK (NORFOLK) LIMITED has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation or individual concerned and with other relevant bodies.

There are also circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics.

### **Access to personal information**

BACOCOMPAK (NORFOLK) LIMITED tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulation. If we do hold information about you we will:

give you a description of it;

tell you why we are holding it;

tell you who it could be disclosed to; and

let you have a copy of the information in an intelligible form.

To make a request to BACOCOMPAK (NORFOLK) LIMITED for any personal information we may hold, you need to put the request in writing and either address it to us at the address provided on our website or email us at [Sales@baco-compak.com](mailto:Sales@baco-compak.com)