

INFORMATION ON PERSONAL DATA

Your personal data - what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the GDPR).

Who are we?

Fluffo UK is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

How do we process your personal data?

Fluffo UK complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes.

1. Your personal data obtained through the message form available on our website www.fluffo.uk, or the contact details obtained via e-mail to the mailbox sales@fluffo.uk or any e-mail address of our employees are used for the following purposes:
 - a. to answer your inquiries
 - b. to prepare a price offer or a panel arrangement design.
2. Your personal data obtained during the conclusion of the sales contract (acceptance of the order for the production of panels) and during its fulfilment is used for the following purposes:
 - a. conclusion and fulfilment of the binding sales contract, and its settlement after its completion (GDPR. Art. 6 (1b));
 - b. the fulfilment of our legal obligations;
 - c. invoicing and storage of the accounting documents;
 - d. responding to complaints in the manner and within the period prescribed by law.
3. Exercise or defence of our legal claims, including sale of those claims to another entity - for the period after which claims under the contract become statute-barred (GDPR Art. 6 (1f));

We process the data necessary to fulfil our legal obligations:

- a. for the duration of the legal obligations, e.g. invoicing (GDPR Art. 6 (1c));
 - b. for the period in which the regulations require us to store the data, e.g. tax data (GDPR Art. 6 (1c))
- or
- c. for the duration of time when we bear the legal consequences for failure to fulfil a legal obligation (GDPR Art. 6 (1f)).

Which data should you provide?

To conclude a sales contract we require you to provide the following data.

Private individual:

Full name, address of residence, e-mail address, telephone number, delivery address.

Company:

Company name, company's registered seat, VAT ID number, contact name, e-mail address, contact telephone number, delivery address.

Sharing your data

Your personal data will be treated as strictly confidential. It will only be shared with third parties where it is necessary for the fulfilment of our obligations under the contract. It is likely that we will need to share your data with some or all of the following (but only where necessary):

1. Entities processing data on our behalf, participating in the performance of our business activities:
 - a. Entities providing accounting and legal services to us.
2. Other data controllers that process data on their own behalf:
 - a. Entities operating postal or courier services;
 - b. Institutions providing payment transactions (banks) - in order to reimburse you.
 - c. Entities purchasing receivables - if you do not pay our invoices on time.

Data from other sources

When you pay via bank transfer, we will then obtain your bank account number and the name of your bank. We will process this information to check if you have made the correct payment and, if necessary, to reimburse you (GDPR Art. 6 (1b)), or for the establishment of legal claims or defences. (GDPR Art. 6 (1f)).

Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

1. the right to request a copy of your personal data which Fluffo UK holds about you;
2. the right to request that Fluffo UK corrects any personal data if it is found to be inaccurate or out of date;
3. the right to request your personal data is erased where it is no longer necessary for Fluffo UK to retain such data;
4. the right to withdraw your consent to the processing at any time (without affecting the lawfulness of data processing, which has taken place based on consent prior to its withdrawal);
5. the right to lodge a complaint with a supervisory authority in the UK or in any other European Union Member State, of data subject's habitual residence or work, or the place of alleged violation of the GDPR.

You can exercise these rights by emailing us at sales@fluffo.uk or by calling +44 0208 610 9988 (between 8:00 and 16:00).

To ensure that you are entitled to submit your request we may ask additional questions that will allow us to verify your identity.

* Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).