

Wells Fireworks policy on GDPR and Customer Records

Valid from 25th May 2018

Recognition

Wells Fireworks recognizes the EU General Data Protection Regulation (GDPR) and understands that it is law from 25th May 2018. Wells knows it is designed to harmonize data privacy laws across Europe, to protect and empower all EU citizens data privacy and to reshape the way organizations across the region approach data privacy. However there are some conflicts with our industries requirements, both as an ISO 9001:2015 approved company required to keep records for a given time and of course following the spirit of the Traceability of Explosives regulations.

In Summary:

- Wells holds an active/non-active customer list containing all their current and previous addresses, phone numbers and contacts.
- Wells will NEVER pass on your details to a third party without first consulting with you, (for instance following a job or work enquiry which we may wish to pass on to you).
- The only data we hold is that required for order processing, delivery and direct communication with our customers (this may include historic addresses, contacts and phone numbers)
- This data is held only on an isolated drive at Wells Fireworks, UK and on an encrypted cloud location. It is not held or published anywhere else and it is never disseminated or sold to any third parties.

Consent

Unless otherwise informed, as a customer of Wells, you must understand that we WILL hold you basic data for a long period to aid in traceability. If you do not accept these terms then, simply put, we can't accept your custom.

If at a later date you wish to have your data removed from our active customer list we can do this BUT it will still be held on the non-active list record for a similar time period.

Security and Privacy by Design

Wells undertakes to keep all active and non-active customer records in as secure a manner as possible and to report any breach in accordance with the GDPR, breach notification guidelines. We only hold that data which is necessary for our day to day administration and will not make requests for any superfluous information. The system we use to hold the data was designed in-house and is kept in a sensibly secure manner.

Right to Access & Data Portability

You are entitled to have access to your records which we hold for you, in an electronic format, on request. This is a free service. We can alternatively, at your request, send your past and present data to another Data Controller.

Right to be Forgotten

(Also known as Data Erasure). If you cease to be a customer of Wells Fireworks we will on request move your data to a non-active list and remove you from our active 'Customer list'. But Wells will NEVER erase a customer's data completely as due to the nature of our business which is selling explosives, we must maintain a level of traceability.

Complaints

If you have any concerns or complaints or if you disagree with our policy above or feel you have a grievance then please in the first instance contact us directly, using our contacts page, to see if we can reach a mutual solution.



Don Mansfield 13/04/18