

GDPR and your privacy

We are committed to protect and respect your privacy in compliance with EU- General Data Protection Regulation (GDPR). This privacy statement explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure. This Privacy Statement applies to customer contract fulfilment activities and marketing. It also applies to individuals seeking a job in Winnie's Wagtail Warehouse Ltd

When do we collect personal data about you?

When you sign up to use our services.

When you interact with us in person, through correspondence, phone, social media, or through our website

Why do we collect and use personal data?

We collect and use personal data mainly to perform our customer service to you. We also collect data about suppliers, partners and persons seeking a job or working in our company

We may use your information for the following purposes:

- Send you marketing communications. These may include information about our products and services, events, activities.
- Send you information about the products and services that you have purchased from us.
- Reply to a 'Contact us' or 'Apply for a job with us' or other web forms you have completed on our website.
- Follow up on incoming requests (customer support, emails, or phone calls).
- Perform contractual obligations such as service confirmation, invoice, reminders, and similar.
- Notify you about any disruptions to our services (system messages).
- Contact you to conduct surveys about your opinion on our services.
- Process a job application.

Our legal basis for collecting personal data

Collecting personal data based on contracts

We use personal information for fulfilling our obligations related to agreements with our customers, partners and suppliers.

What type of personal data is collected?

We collect customers' name and contact details. We may also collect feedback, comments and questions received from you in service-related communication and activities, such as meetings, phone calls, documents, and emails. From our websites, we may collect IP-address and actions taken on the site. If you upload photos or videos, add posts or comments, etc. on our online customer portal, the information can be read by all Winnie's Wagtail Warehouse staff at Operations level or above.

If you apply for a job at Winnie's Wagtail Warehouse, we collect the data you provide during the application process. Once hired, we collect employees' name and contact details and details required to make payments. Winnie's Wagtail Warehouse does not collect or process any special categories of personal data, such as public unique identifiers or sensitive personal data.

How long do we keep your personal data?

We store personal data for as long as we find it necessary to fulfil the purpose for which the personal data was collected, while also considering our need to answer your queries or resolve possible problems, to comply with legal requirements under applicable laws, to attend to any legal claims/complaints, and for safeguarding purposes.

This means that we may retain your personal data for a reasonable period of time after your last interaction with us. When the personal data that we have collected is no longer required, we will delete it in a secure manner. We may process data for internal statistical purposes and analysis.

Your rights to your personal data

You have the following rights with respect to your personal data:

- The right to request a copy of your personal data that Winnie's Wagtail Warehouse holds about you.
- The right to request that Winnie's Wagtail Warehouse corrects your personal data if inaccurate or out of date.
- The right to request that your personal data is deleted when it is no longer necessary for Winnie's Wagtail Warehouse to retain such data.
- The right to withdraw any consent to personal data processing at any time. For example, your consent to receive e-marketing communications: Please note that you will still receive system messages and administrative communications from Winnie's Wagtail Warehouse, such as check-in notifications, service request confirmations and notifications about your account activities.
- The right to request a restriction on further data processing, in case there is a dispute in relation to the accuracy or processing of your personal data.
- The right to object to the processing of personal data, in case data processing has been based on legitimate interest and/or direct marketing.

Any query about your Privacy Rights should be made through our "Contact" form on our website.

Do we share your data with anyone?

We do not share, sell, rent, or trade your information with any third parties without your consent, except from what is described below-

Third-party Service Providers working on our behalf:

We may pass your information on to our distributors, agents, sub-contractors and other associated organizations with the purpose of them providing services to you on our behalf.

If required by law:

We will disclose your personal information if required by law or if we, as a company, reasonably believe that disclosure is necessary to protect our company's rights and/or to comply with a judicial proceeding, court order or legal process. However, we will do what we can to ensure that your privacy rights continue to be protected.

Use of sub-contractors (processors and sub-processors)

We may use sub-contractors to process personal data on our behalf. We are responsible for making sure they commit themselves to adhering to this Privacy Policy and applicable data protection legislation by signing a Data Processing Agreement. If the subcontractor processes Personal Data outside the EU/EEA area, such processing must be in accordance with the EU Privacy Shield Framework, EU Standard Contractual Clauses for transfer to third countries, or another specifically stated lawful basis for the transfer of personal data to a third country.