



PRECISION
TESTING
SOLUTIONS



Privacy notice

Supply chain activities

James Heal Privacy notice – Supply chain activities

1. About James Heal

At James Heal we combine expertise with innovation, making it simple for our clients to achieve growth through accurate and reliable materials testing. Our values are at the heart of everything we do and our supply chain activities are a key element of success.

As part of our everyday supply chain activities we will collect some personal information about you, including your name, address, contact telephone numbers, your e-mail address. We require this information for a number of different reasons including communicating with you as you potentially or currently provide products or services to us. James Heal has created this Privacy Statement under the Data Protection Act 1998 and the General Data Protection Regulations 2018. The statement is for your information and it covers how we collect, use, disclose, transfer and store personal your data.

2. Introduction and General Terms

James Heal is committed to protecting your personal information when you are providing our goods and services. This Privacy Statement relates to our use of any personal information we collect from you. It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

In order to for us to carry out our supply chain activities, we sometimes need to collect information about you. This Privacy Statement explains the following:

- What personal information we collect about you
- How we use information collected about you
- When we use your details to contact you
- Under which circumstances we may disclose your personal details to any third party
- Your choices around what personal information you provide to us.

James Heal is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 and the General Data Protection Regulations 2018. No system of data storage can be completely secure; if you have any concerns or complaints that your personal data held by James Heal could have been compromised: someone could have discovered your personal details held by us, please contact us immediately. Our contact details are at section 13 of this statement.

3. What information will James Heal collect about me?

When you get in touch with us either via e-mail, a telephone call or when you visit us at our office we will collect some personal information about you. This can consist of information such as your name, email address, signatures, CCTV images, postal address, telephone or mobile number as well as information collected about the goods or services you can or do provide to us.

4. How will James Heal use the information it collects about me?

James Heal will use your personal information for a number of purposes including the following, to ensure:

- We have accurate information so that we may communicate with you in connection with our day to day supply chain activities.
- We have consent and that we hold accurate information so that we may contact you at a future date for the purposes of quality control, purchase orders, financial queries, order queries or delivery details.
- We have accurate information for internal reporting purposes for example, part of our supplier review process, reporting to our Directors, Board of trustees and other related stakeholders.

5. When will James Heal contact me?

James Heal may contact you, in relation to:

- Any communication we receive from you or any other parties involved in our day to day supply chain activities.
- Any financial questions, issues or invoice queries
- In relation to any technical or specification queries
- In relation to any quotations, purchase orders and delivery queries
- In relation to any supplier development, appraisal or meeting activities

6. Will I be contacted for marketing purposes?

From time to time we may contact you to ask your views as part of our supplier development, or appraisal activities. We may personalise the message content based upon any information you have provided to us. If you want to stop all personalised messages from James Heal you can contact us at any time and instruct us to stop. We will, of course, stop.

7. Will James Heal share my personal detail with anyone else?

We will keep your information within James Heal except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies), where sharing is required to fulfil the obligations, interactions between us or where you have consented to us sharing your information with other parties involved in our day to day supply chain activities. Generally, we will use your information within James Heal and will only share it outside James Heal where you have requested it via a data portability request or given your consent. James Heal requires all third parties to comply strictly with its instructions and James Heal requires that they do not use your personal information for their own business purposes and only use your information for reasons associated with our day to day supply chain activities.

8. How long will James Heal keep my information?

We will hold your personal information on our systems for as long as is necessary for the purpose of our day to day supply chain activities and for any legal requirements. It is anticipated that we will hold your personal information for a period of 7 years; this is a legal requirement which we have to meet.

9. Can I delete my data?

You can always ask for your information to be deleted by James Heal. However, please bear in mind that we are required to hold your data for a minimum period of 7 years for legal reasons. Deleting the data James Heal holds about you will erase any personal data we have about you and it will mean any data we hold about how you after your request that we use in future will be made anonymous. We advise that this may impact our ability to effectively carry out our day to day supply chain activities which you may or could be actively involved with.

10. Can I find out what personal information the James Heal holds about me?

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018 you have the right to request a copy of the personal data James Heal holds about you and to have any inaccuracies corrected. (We require you to prove your identity with 2 pieces of approved identification). We have a legal duty to supply, correct or delete personal information about you on our files. Please address requests and questions about this or any other question about this Privacy Notice to the Finance Director. We will need two copies of forms of identification, which can be:

- Passport
- Driving licence
- Birth certificate
- Utility bill (from last 3 months)
- Current vehicle registration document
- Bank statement (from last 3 months)

11. Changes to the James Heal Privacy Notice

This Privacy Notice may be updated from time to time, so you may wish to check it each time you submit personal data to James Heal. If you do not agree to any changes, please do not continue to use the James Heal website or submit your personal data to James Heal. You can also delete your personal data that James Heal holds at any time – subject to any legal reasons we may have to keep some of the data we hold about you.

12. Sharing data with others

Before we share any of your personal data we hold about you with any third party we will gain consent off you. If you do not want us to share your personal data with any third party, please let us know. You also have the right to ask us to share your personal data with anyone you wish. To exercise this right to data portability please write to us, giving full details, using the details provided at section 13

13. Contacting James Heal about this Privacy Notice

If you any questions or comments about the James Heal Privacy Notice for supply chain activities, please contact;

Finance Director
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