BACKGROUND:

Antalis Ltd t/a Ovendens understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. **Information About Us**

Antalis Ltd t/a Ovendens
A Limited Company
registered in England under company number 01088345
Registered address: Antalis Ltd, Gateway House, Interlink Way West, Coalville, Leicestershire, LE67 1LE
Main trading address: Ovendens, Swordfish House, Unit C, River Way, Harlow, Essex, CM20 2DP
VAT number: GB 317187204.
Data Protection Officer: Mr James Ovenden
Email address: it@ovendenpapers.co.uk.
Telephone number: 01279 772800.
Postal Address: Swordfish House, Unit C, River Way, Harlow, Essex, CM20 2DP.

2. **What Does This Notice Cover?**

This Privacy notice explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. **What is Personal Data?**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the GDPR) as any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.
Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data that we collect is set out in Part 5, below.

4. **What Are My Rights?**

Under the GDPR, you have the following rights, which we will always work to uphold:

i) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.

ii) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
iii) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
iv) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
v) The right to restrict (i.e. prevent) the processing of your personal data.
vi) The right to object to us using your personal data for a particular purpose or purposes.
vii) The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service or business in many cases.
viii) Rights relating to automated decision-making and profiling. We do not use your personal data in this way. Part 6 explains more about how we use your personal data, including automated decision-making and profiling.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioners Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioners Office.

5. What Personal Data Do You Collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name;
- Date of birth;
- Gender;
- Address;
- Email address;
- Telephone number;
- Business name;
- Job title; Profession;
- Payment information;
- Information about your preferences and interests;

6. How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for or may be used for one of the following purposes:

- Providing and managing your account.
- Supplying our products and services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our products and services for you.
- Communicating with you. This may include responding to emails or calls from you. Supplying you with information by email and post that you have opted-in to (you may unsubscribe or opt-out at any time by using the unsubscribe link in an email or by emailing it@ovendenpapers.co.uk).

With your permission and/or where permitted by law, we may also use your personal data for our own marketing purposes, which may include contacting you by email, telephone, text message and post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Ovendens will only retain customers information for as long as it needs it to carry out a particular purpose or meet a particular obligation.

8. How and Where Do You Store or Transfer My Personal Data?

We will only store your personal data in the UK. This means that it will be fully protected under the GDPR.

OR

We will only store your personal data within the European Economic Area (the EEA). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the GDPR or to equivalent standards by law.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- Data is stored in our bespoke database which is at our head office.
- Antivirus Software, Anti Malware Software, System Firewall, Email End point protection, Backup system and Security Updates/Patches.
- Our IT has also been audited by IASME/Cyber Essentials.

9. Do You Share My Personal Data?

We do not share any of your personal data with any third parties for any purposes, subject to the following important exceptions.

- Checking details on applications for credit and credit related facilities.
- Managing credit and recovering debt.
- Where services are provided by a business partner and it is necessary to disclose the information in order to provide the service e.g. delivery addresses.
- Prevention of Fraud and identity verification.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is manifestly unfounded or excessive (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 72 hours and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details for the attention of: Mr James Ovenden

Email address: it@ovendenpapers.co.uk

Telephone number: 01279 772800

Postal Address: Swordfish House, Unit C, River Way, Harlow, Essex, CM20 2DP

12. **Changes to this Privacy Notice**

    We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

    Any changes will be made available via our website: www.ovendenpapers.co.uk