



## White Wood Management & Associates Ltd. Customer and Suppliers Privacy Notice



### 1. Introduction

We are White Wood Management & Associates Ltd<sup>1</sup> (1). We are committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how we collect, use, and safeguard your information when you interact with us as a customer or supplier.

### 2. The type of personal information we collect

We currently collect and process the following information about our customers and suppliers including but not limited to:

- Name
- Business and/or personal email addresses.
- Business address and/or home address.
- Business telephone no. and/or home telephone no.
- Location of land / site where a site visit has been arranged.
- Maps and data relating to woodland management and/or surveying.
- Details of customers timber for a potential or actual sale, and where visual stress grading has taken place, including copies of certification documents.
- Financial information where you are a customer or supplier.

### 3. How we get the personal information and why we have it

Data is collected via email, the phone, the website, invoices, instant messaging i.e. what's app or Facebook messenger, mobile text messaging.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To enquire about products and services.
- To provide a quotation for products and services.
- To deliver and/or project manage services.
- To generate and pay invoices.
- To engage with social media in relation to the business
- To be updated about our services and for invitations to open days.

### 4. Indirect receipt of personal information.

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<sup>1</sup> For customers + suppliers who interface with Devon Timber services, Devon Timber is the trading name of all timber and timber products processed and sold by White Wood Management & Associates Ltd.

We may receive personal information indirectly, from the following sources in the following scenarios:

A contractor or other business seeking our support to deliver a project on a customers' behalf. We receive name, contact details and worksite information only.

#### **5. We may share information with:**

- Internally:
  - Staff and management working on your project.
  - Administration staff for the purpose of processing enquiries, quotations and orders.
  - The business' bank where we need to arrange payments.
- Externally:
  - A contractor or other business we are engaging to deliver a project on a customers' behalf.
  - Business partners, i.e. accountant,
  - Legal authorities, i.e. HMRC

We do not share information with any third party for the purpose of marketing.

#### **6. Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:**

- Your consent
- We have a contractual obligation.
- We have a legitimate interest.

#### **7. How we store your personal information**

Your information is securely stored in the following ways to protect against unauthorised access, loss or misuse:

For paper documents relating to an order, printed materials to supply a service e.g. woodland maps and data records, milling and kilning records, a supplier invoice:

- In a secure filing cabinet in a locked office.

Access to this storage is limited to Directors and Administrator

For electronic records:

- Enquiries and quotations spreadsheets in secured data storage system.
- Accounts records (customer and supplier) in a specialist, virtual, accounting system.
- Timber database in secured data storage system.
- Electronic kilning and milling records.
- Secure business email communications.

All electronic systems are of industry standard, protected by multifactor authentication sign in, and accessible by Directors, Administrator and Employees including Self-Employed staff and only where they are engaged for a specific project or to fulfil their role i.e. administration, bookkeeping. The data is held in industry standard cloud-based storage.

### 8. How long we store your personal information.

Your relationship to the business	Type of information	Period of retention.	Criteria for retention period
Enquirer only	Contact information, email trail, enquirer spreadsheet.	1 year	To follow up on enquiries
Customer	As above and:		
	Quotations – no sale.	3 years	To provide follow up services
	Quotations – with a sale: financial information, records relating to service provided - written and / or electronic.	7 years	In the event of query/complaint To provide maintenance
	Where relevant: certification documents i.e. visual stress grading.	10 years	To meet statutory requirements
	Where relevant: mapping and survey data relating to woodland management surveys and plans.	10 years	
Supplier	Contact details and invoices.	7 years	To meet statutory requirement
	Bank details	6 months	In event of a query.

### 9. How we destroy your personal information.

- We shred or burn paper documentation.
- We delete electronic information.
- When business IT equipment is considered redundant the hard drive is taken to a specialist for destruction.

### 10. Your data protection rights

Under data protection law, you have rights including:

- Your right of access - the right to ask us for copies of your personal information.
- Your right to rectification - the right to ask us to rectify personal information you think is inaccurate and to ask us to complete information you think is incomplete.
- Your right to erasure - the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

#### **11. Privacy Notice Updates**

The Privacy Notice may be updated periodically, and we will communicate any changes via the website.

#### **12. Contact details:**

Jim and Ruth White, Directors, White Wood Management & Associates Ltd.

Data Protection Officer: Ruth White

Address: The Timber Barn, Clifford Barton, Drewsteignton, EX6 6QB

Phone Number: 01647 450171 / 181

E-mail: [ruth@devontimber.co.uk](mailto:ruth@devontimber.co.uk)

#### **13. For Queries or complaints regarding data privacy**

If you have any queries or complaints about our use of your personal information, use the contact details above. You may also raise any queries or complaints with the ICO:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

#### **14. We adhere to the Data Protection Act 2018 (DPA 2018)**