

1. Privacy Statement

Sirane Limited are committed to protecting your personal data. This notice provides you with the information on what personal data we capture and how we use it.

2. Privacy notice

2.1 Who are we?

Sirane is an NPD product and process development company, specialised in absorbency and material science, with full manufacturing capabilities - with four main divisions: food packaging; medical & healthcare (T/A Enaris); horticultural & industrial/specialist packaging.

For any data protection related queries, we can be contacted directly here:

- Alan.Stanworth@sirane.com
- 01952 230055

The personal data we collect is:

Personal data type:	Source (where Sirane Limited obtained the personal data from if it has not been collected directly from you, the data subject. Note if the personal data has been accessed from publicly accessible sources):
Business contact details; Names, Job titles, Email address, Phone numbers (landline/mobile), Shipping address	Indirect: LinkedIn, customer websites, public directories Direct: Telephone prospecting, networking events
Incidental information; Annual leave, birthdays, social events, opinions	Directly from customer or informed customer employee/colleague.
Credit/debit details, bank details	Directly from customer
How you use our websites and other technical systems e.g. CCTV, access control systems, phone call records, firewalls, email	Automated monitoring

The personal data we collect will be used for the following purposes:

- Facilitating business transactions
- Delivery of purchased goods
- Marketing and promotion of our goods and services
- General customer service/relationship management

Our legal basis for processing for the personal data:

- Contractual obligation
- Legal obligation
- Legitimate business interest

Any legitimate interests pursued by us, or third parties we use, are as follows:

- Business development (lead generation, relationship management)
- To improve our service offering
- Marketing purposes

The special categories of personal data concerned are:

- We do not collect any special categories of personal data of any kind

2.2 Disclosure

Sirane Limited will pass on your personal data to third parties. The following third parties will receive your personal data for the following purpose(s) as part of the processing activities.

Third Party	Processing Activities
Distribution & supplier partners	Facilitating business transactions
Logistics	Delivery of purchased goods
HMRC	Legal obligation
Auditors	Legal obligation
Legal representatives	Legal obligation
Support partners	Delivery of purchased goods/service
Mail Chimp	Marketing and promotion of our goods and services
Sirane International	Facilitating business transactions
B&G Products	Facilitating business transactions

2.3 Retention period

Sirane Limited will process customers personal data for as long as they are a valid or potential customer. Sirane will store the personal data for this period, unless there is a legitimate, contractual or legal obligation that would require us to remove personal data

Type	Customer	Prospective customer
Definition	A business who has transacted with us for the provision of goods or services.	A business who's contact details we have legitimately gained through sources defined in table 2.1 and who we would like to transact with.
Retention period	<p>Contact information: Between 2 years – indefinitely (until request for the data to be removed)</p> <p>Financial information: 7 years minimum</p>	<p>Contact information: We only retain data relating to a business, this is held indefinitely. A contact from a prospective business can request to be removed</p>

2.4 People whose personal data we process, have the following rights

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review

All of the above requests will be forwarded on should there be a third party involved (as stated in 2.4 above) in the processing of your personal data.

2.5 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Sirane Limited (or third parties as described in 2.4 above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Sirane Limited.

The details for each of these contacts are:

	Supervisory authority contact details	Data Protection Officer (DPO) contact details
Contact Name:	Information Commissioners office (ICO)	Alan Stanworth
Address line 1:	Information Commissioners Office	Sirane Limited
Address line 2:	Wycliffe House	Stafford Park 10
Address line 3:	Water Lane	Telford
Address line 4:	Wilmslow	Shropshire
Address line 5:	Cheshire	TF3 3AB
Address line 6:	SK9 5AF	
Email:	casework@ico.org.uk	Alan.Stanworth@sirane.com
Telephone:	0303 123 1113	01952 230055

