



BFS Colonial House
Beccles Business Park
Anson Way
Beccles, NR34 7TL

(01502) 716383/716308
bfs-fabs.com

QHSE 374 REV 0– PRIVACY POLICY

INTRODUCTION

We are committed to safeguarding the privacy of our website visitors and service users.

This policy applies where we are acting as a data controller with respect to the personal data of our website visitors and service users; in other words, where we determine the purposes and means of the processing of that personal data.

In this policy, “we”, “us” and “our” refer to **BFS Enterprise (Fabrications) Limited**.

HOW WE USE YOUR PERSONAL DATA

In this section we have set out:

- The general categories of personal data that we may process
- In the case of personal data that we did not obtain directly from you, the source and specific categories of that data
- The purposes for which we may process personal data
- The legal bases of the processing

We may process data about your use of our website and services (“usage data”) the usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about timing, frequency and pattern of your service use. The source of the usage data is google analytics tracking system. This usage data may be processed for the purposes of analysing the use of the website and services. The legal basis for this processing is our legitimate interests, namely monitoring and improving our website and services.

We may process information contained in any enquiry you submit to us regarding goods and / or services (“enquiry data”) the enquiry data may be processed for the purposes of offering, marketing and selling relevant goods and/ or services to you. The legal basis for this processing is contract.

We may process information relating to our customer relationships, including customer contact information (“current relationship data”). The customer relationship data may include your name, your employer, your job title or role, your contact details, and information contained in communications between us and you or your employer. The source of the customer relationship data is you or your

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employer. The customer relationship data may be processed for the purposes of managing our relationships with customers, communication with customers, keeping records of those communication and promoting our products and services to our customers. The legal basis for this processing is our legitimate interests, namely the proper management of our customer relationships.

We may process information relating to transactions, including purchases of goods and services, that you enter into with us and/ or through our website ("transaction data"). The transaction data may include your contact detail's, your card detail's and the transaction details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request to enter into such a contract and our legitimate interests, namely the proper administration of our website and businesses.

We may process information that you provide to us for the purpose of subscribing to our email notifications and/ or newsletters ("notification data"). The notification data may be processed for the purposes of sending you the relevant notifications and/ or newsletters. The legal basis for the processing is consent.

We may process information contained in or relating to any communication that you send to us ("correspondence data"). The correspondence data may include the communication content and metadata associated with the communication. Our website will generate the metadata associated with communications made using the website and contact forms. The correspondence data may be processed for the purposes of communication with you and record-keeping. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business and communications with users.

We may process any of your personnel data identified in this policy where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights & the legal rights of others.

We may process any of your personal data identified in this policy where necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, or obtaining professional advice. The legal basis for this processing is our legitimate interests, namely the proper protection of our business against risks.

In addition to the specific purposes for which we may process your personnel data set out in this section, we may also process and of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or another natural person.

Please do not supply any other person's personal data to us, unless we prompt you to do so.

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PROVIDING YOUR PERSONAL DATA TO OTHERS

We may disclose your personal data to our professional advisers insofar as reasonably necessary for the purposes of obtaining professional advice, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

Personal data that we process for any purpose, or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

In some cases, it is not possible for us to specify in advance the periods for which your personal data will be retained.

AMENDMENTS

We may update this policy from time to time by publishing a new version on our website.

You should check this page occasionally.

We may notify you of significant changes by email.

YOUR RIGHTS

We have summarised the rights that you have under data protection law. Some of the rights are complex, and not all the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities or a full explanation of these rights. *Your principal rights under data protection law are*

- The right to access
- The right to certification
- The right to erasure
- The right to restrict processing
- The right to object to processing
- The right to data Portability
- The right to complain to a supervisory authority
- The right to withdraw consent

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You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing. The categories of the personal data concerned and the recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data. The first copy will be provided free of charge, but additional copies may be subjected to a reasonable fee.

You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.

In some circumstances, you have the right to the erasure of your personal data without undue delay. Those circumstances include, the personal data are no longer necessary in relation to the purposes of which they were collected to otherwise processed, you withdraw consent to consent-based processing, you object to the processing under certain rules of applicable data protection law, the processing is for direct marketing purposes, and the personal data have been unlawfully processed, however there are exclusions of the right to erasure. The general exclusion includes where processing is necessary, for exercising the right of freedom of expression and information, for compliance with legal obligation, or for the establishment, exercise or defence of legal claims.

In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data, the process is unlawful but you oppose erasure we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims, and you have objected to processing, pending of that verification of the objection. Where processing has been restricted on our basis, we may continue to store, your personal data. However, we will only otherwise process it: with your consent for the establishment, exercise or defence of legal claims, for the protection of the rights of another natural legal person, or for reasons of important public interest.

You have the right to object to our processing of your personal data grounds relating to your particular situation, but only to the extent that the legal basis of the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us or the purposes of the legitimate interest pursued by us or a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

To the extent that the legal basis for our processing of your personal data is:-

That the processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract, and such processing is carried out by automated means, you have the right to receive your personal data

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from us in a structured, commonly used and , machine readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

To the extent that the legal basis for our processing of your personal information is content, you have the right to withdraw that consent at any time.

Withdrawal will not affect lawfulness of processing before the withdrawal.

You may exercise any of your rights in relation to your personal data by emailing/writing to us at: enquiries@bfs-fabs.com

Postal Address

BFS Colonial House, Anson Way, Beccles Business Park, Beccles, Suffolk, NR347TL

Signed: Managing Director

Date: 17/06/2026

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