Harrison Brothers (Furniture) Limited Privacy Policy

[Customer Specific policy]

Our contact details

Name: Liam Randell / Jane Harrison
Address: Unit 9, Belgrave Industrial Estate, Off Honeywell Lane, Oldham, OL8 2JP
Phone Number: 0161 523 9898
Web: www.harrisonbrothers.co.uk
E-mail: sales@harrisonbrothers.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Name
- Location date [Address]
- Contact details [Telephone numbers and Email addresses]

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you, by completing an account set up form so that you can pursue business with us and buy our products.

We require and store this information for one of the following reasons:

- To enable us to fulfil delivery of goods or services
- To enable us to invoice you for the products you have ordered and we have fulfilled our manufacturing and delivering to you/your customer

We also receive personal information indirectly, from the following sources i n the following scenarios:

- We manufacture products and supply business to business. Our customer may be a re seller of our products and can place orders for us to deliver on behalf of them, to another customer address.

We use the customer information provided to us to:

- Verify your delivery address for products you have purchased as direc ted to do so by our customer
- Contact you to arrange a suitable delivery time
- Confirm, for a minimum period of 12 months, the details of your order to enable any potential warranty claim or returns issues to be handle d correctly

We may share this information with our delivery partners to fulfil our delivery obligations.

Under the General Data Protection Regulation (GDPR), the lawful bases we r ely on for processing this information are:

(a) We have a contractual obligation.

How we store your personal information

Your information is securely stored at our premises:

Harrison Brothers (Furniture) Limited, Unit 9, Belgrave Industrial Estate, Off Honeywell Lane, Oldham, OL8 2JP

We keep Personal identifiers, contacts and characteristics (for example, na me and contact details and sales data) for 24 months.
We maintain data in our servers as part of our enterprise Resource Planning [ERP] system which is anonymised and archived every 12 months. This sales data and other regulatory compliance information is kept in line with statut ory guidelines.

Any data in paper form is securely disposed of, via shredding, routinely every 2 to 3 months.

The organisation takes the security of your data seriously. The organisation h as internal policies and controls in place to try to ensure that your data is no t lost, accidentally destroyed, misused or disclosed, and is not accessed ex cept by its employees in the performance of their duties. This includes:

- An Internet facing firewall to prevent outside penetration of the organi sations network. Policies allow mail to be delivered into the mail serve r from a specific set of addresses (our external spam filter) but no oth er access is allowed. This firewall also maintains a list that prevents a ccess to malicious sites on the WWW.
- Spam filtering. All our mail passes through a spam filter which looks fo r unsolicited mail, malicious software and dangerous links
- Local firewalling. All our machines are individually protected by firewa lls. This prevents problem software proliferating through the network a nd unauthorised access from one machine to another e.g. only the IT department can remotely connect to a Company laptop.
- Local anti-
  virus to prevent any malicious software getting through the firewall or spam filters or be brought in by other means. Every machine in the Co mpany has anti-
  virus software installed which is constantly updated via a server on th e network. This software also maintains a web blacklist to prevent acc ess to malicious sites.
- File access controls. Access to data on the servers is controlled base d on need. Management authority is required before any changes of a ccess are made.
- Encryption. All Company emails are encrypted when the recipient sup ports encryption.
- Additional controls. The ERP system, HR systems, Payroll system and the document management system are also controlled as above.
- Filing cabinets. Data kept in files are stored in lockable cabinets and s ecured in a restricted office.
- IT Policy. This policy is to ensure that all information technology users

within the organisation or its networks comply with rules and guidelin es related to the security of the Date: 13/11/2026 information stored digitally at any point in the network or within the organisations bounda ries of authority.

- Social Media Policy. This policy is aimed educate employees and mini mise risks when using social media which can impact the organisatio n and employees.

Where the organisation engages third parties to process personal data on its behalf, they do so on the basis of written instructions; these parties are und er a duty of confidentiality and are obliged to implement appropriate technic al and organisational measures to ensure the security of data.

The organisation will not transfer your data to countries outside the Europea n Economic Area.

Reporting breaches

All members of staff have an obligation to report actual or potential data pro tection compliance failures.

This allows us to:

- Investigate the failure and take remedial steps if necessary
- Maintain a register of compliance failures
- Notify the Supervisory Authority (SA) of any compliance failures that a re material either or as part of a pattern of failures

Disposal of Data

As part of our statutory accounts routine, when annual audits are completed , our SAGE system is archived, which includes disposal of all transactional l evel data, removing permanently from record all consumer data the which is held from the previous financial year, i.e. 12-24 months old.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your persona l information.

Your right to rectification - You have the right to ask us to rectify personal in formation you think is inaccurate. You also have the right to ask us to compl ete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal inf ormation in certain circumstances.
Your right to restriction of processing - You have the right to ask us to restri ct the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the pr ocessing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certai n 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.

if you wish to make a request.

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How to complain

If you have any concerns about our use of your personal information, you ca n make a complaint to us at:

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E-mail: sales@harrisonbrothers.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113
ICO website: https://www.ico.org.uk