

CAPS CASES

Privacy Policy

7 March 2022

Caps Cases (the “Company”) recognises the importance of honest and responsible use of your personal information. This Privacy Policy (this “Policy”) explains how the Company collects, uses and discloses personal information about you when you visit this website and when you contact the Company, whether by e-mail, post, fax or telephone using the contact options on this Site.

Topics:

- What information do we collect about you?
- What type of personal information does the Company collect?
- How will we use the information about you?
- What is the legal basis for the use of personal data?
- Does the Company share personal information with third parties?
- Access to your information and correction
- Changes to our Privacy Policy
- How to contact us

What information do we collect about you?

We collect information about you when you place an order for products or services. If you want to contact us or to use certain features that we provide on the Site, you will need to provide us with some additional personal information so that we can liaise with you and deal with your request, query or application. If you choose to provide us with your personal information, we will collect that information for our own use and for the purposes described in this Policy.

What type of personal information does the Company collect?

In connection with your use of the Site and its features, we may collect certain personal information from you. Some of this information is only collected if you choose to provide such information to us (such as your full name and contact details), while some of this information is collected automatically (such as standard internet and website log information). The following are the categories of personal information that we collect from you:

- Your full name;
- Your work and/or home contact details such as address, telephone numbers and e-mail address;
- The reason for your contact, which may be a request or enquiry on your own behalf, a request or enquiry on behalf of someone else, a customer service need, a job application, or details relating to a possible or existing order or service contract;
- Employment and personal and educational details you choose to provide to us as part of any application for employment, such as your government identity number, and if needed, driver’s license number and/or passport number, your date of birth, nationality and eligibility to work in the UK;
- Financial account information, such as credit card number and other payment information;
- Information necessary for legal compliance;
- Standard internet and website log information and details of patterns about how website visitors behave on the Site. The information we may collect includes information about your Internet service

provider, your operating system, browser type, domain name, the Internet protocol (IP) address of your computer, your access times, the website that referred you to us, the Web pages you request and the date and time of those requests.

How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about company developments and other products and services we think may be of interest to you.

Caps cases will not share your information for marketing purposes with companies outside of the Company.

In processing your order, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies.

What is the legal basis for the use of personal data?

The legal basis on which we rely to process your personal information include:

- On some occasions, we process your data with your consent (for example, when we process information that you input into our website).
- On other occasions, we process your data when we need to do this to fulfil a contract with you (for example, billing purposes) or where we are required to do this by law (for example, to comply with governmental record-keeping obligations).
- We also process your data when it is in our legitimate interests to do so and when these interests are not overridden by your data protection rights (including, for example, when we share data with certain third parties – please see below for further details).

Does the Company share personal information with third parties?

Your personal information will be made available for the purposes mentioned above (or as otherwise notified to you from time to time), on a 'need-to-know' basis and only to management, human resources, accounting, legal, logistics, audit, compliance, information technology and other corporate staff who properly need to know these details for their functions within the Group.

Your personal information may also be made available to third parties (within or outside the Group) providing relevant services under contract to the Group, such as employment recruiters, human resources support services, credit card processors, auditors and compliance managers, providers or call centres and IT hosting and IT maintenance providers. These third parties may use information about you to perform their functions on our behalf. The Company has put in place various security and data privacy measures, including with such third parties, in order to protect personal information and shall seek to comply with applicable legal requirements.

We may disclose specific information upon lawful request by government authorities, law enforcement and regulatory authorities, where required or permitted by law, and for tax or other purposes. Personal information may also be released to third parties in response to legal process, and when required to comply with laws, or to enforce our agreements, corporate policies, and terms of use, or to protect the rights, property or safety of the Group, our employees, agents, customers, and others, as well as to parties to whom you authorise the Company to release your personal information.

We will not sell your personal information to any third party other than as part of any restructuring of the Group or sale of any business or assets of the Group.

Access to your information and correction

You have a right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the contact details below.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information your think is inaccurate.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 7 March 2022.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email – nadine@capscases.co.uk
- Or write to us at: Human Resources, Caps Cases Ltd, Studlands Park Industrial Estate, Newmarket, Suffolk, CB8 7AU

