

Products Online Ltd

Organisation Privacy Notice

Our contact details

Name: Products Online Ltd.

Address: Unit 13 Scotia Close, Brackmills Industrial Estate, Northampton, NN4 7HR

Phone Number: 01604 230066

E-mail: info@mlsnorthampton.com

Contact: Lee Stewart or Richard Higgs

What type of information we have

We currently process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

How we get the information and why we have it

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

- Fieldwork agencies
- Panels
- Research agencies

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

We have a contractual obligation.

What we do with the information we have

We use the information that you have given us in order to deliver products to consumers.

We may share this information with courier companies such as DPD, DHL and Royal Mail.

How we store your information

Your information is securely stored on a secure server which is backed up daily and can only be accessed via password protected computers.

Our procedures for holding the different types of address information are as follows,

- **Respondent address files** – These will be held on our systems for 30 days after the project invoice date and will then be securely deleted using a file shredding software. When sharing these files with the necessary individuals they will be password protected.
- **Respondent address files (returns)** – These will be held on our systems for 180 days months after the project invoice date and will then be securely deleted using a file shredding software. When sharing these files with the necessary individuals they will be password protected.
- **Interviewer address details** – This information we be held on an ongoing basis and will be deleted if requested to do so. This information will only be shared with third party delivery companies in order to carry out primary business functions.
- **Client contact information** - This information we be held on an ongoing basis and will be deleted if requested to do so.

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 personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the 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.

Please contact us at using the contact details above if you wish to make a request.

How to complain

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