

E-Warehousing GDPR & Security Policy

Agreement of Policy

Your use of E-Warehousing Ltd services constitute your agreement to this policy.

Data Protection Officer

E-Warehousing Ltd has appointed Richard Lobb as the Data Protection Officer. Richard is the General Manager of E-Warehousing Ltd.

Consent

In order to adhere to GDPR Policy it is essential that you as our customer understand that your consent for the use of your customer's personal data is necessary for us to provide the service as contracted of fulfilling your customers orders.

Security Access to Data at E-Warehousing Ltd

All access to E-Warehousing Ltd requires a unique username, email address and password. Passwords are stored on a fully secure 128 bit SSL encryption with your browser. Trustico is our supplier for SSL certificates.

All data is stored on Microsoft Azures secure cloud hosting platform – one of the major cloud services available and is trusted by thousands of companies on a global scale. E-Warehousing Ltd will notify you immediately in the event of any security breaches with Trustico or Microsoft potentially resulting in compromised personal data.

E-Warehousing Ltd keeps logs of all data processing activities & data is backed up daily in the event of disaster recover.

Information & Data types Stored

We will use the following data belonging to your customers:

Name
Address
E-mail
Telephone Number

E-Warehousing only stores relevant personal data to carry out our services for order despatch management. The data is retrieved largely by API integrations to external shopping carts & marketplaces, which have been authorised by the Vendor to connect to.

We do not obtain sensitive personal data such as date of birth and credit card details.



Common Lane Industrial Estate, Kenilworth, CV8 2EL



info@e-warehousing.co.uk



01926-851 811

How the Data is Used

The data is processed into our business by either e-mail (provided by Microsoft) or by automated order transfer to our 3rd Party Warehouse Management System Providers (WMS).

These are:

Mintsoft Ltd
3pl Central LLC

As part of the order fulfilment process it is necessary from time to time for us to pass the data to our 3rd Party Contracted Mail and Courier Partners.

These are:

Royal Mail
DPD Group
UPS
Fed-Ex
Parcelforce
TNT
PTI
Panic Transport
Unity Logistics
Hellmann Logistics

Deleting Data

Our system has a full audit trail of all sales & stock transactions and so it is required to store the order records for a minimum of 7 years. If however an individual wishes for their personal data to be wiped, this can be completed on request & a deletion record provided. The order number and stock record associated to it will remain but all other personal customer data will be removed & replaced with obfuscated data.

If you decide to terminate your agreement with E-Warehousing, you can request a complete copy of your data and request that we delete it on your behalf from our database provider's hosting.

E-Warehousing Access to Your Data & Privacy

Only E-Warehousing staff are able to access you or your client's data on your behalf. E-Warehousing will not pass your data with a 3rd party without your permission in writing, unless we are legally obliged to do so to relevant authorities.

Your role in GDPR as a client of E-Warehousing Ltd

If using a data processor at any stage in the transaction with your customer you must inform the customer in advance in your terms & conditions of sale that their personal data will be shared with a 3rd party processor.



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You - as a client of E-Warehousing, own your data even though it is stored on E-Warehousing's 3rd party database provider. You must use the data within E-Warehousing Ltd according to GDPR regulations as you are the Data Controller.

Indemnification of E-Warehousing Ltd

E-Warehousing is not liable for any data redistribution or security breaches resulting from your internal privacy, security & data protection policies. Care should be made by your staff not to share passwords, store passwords electronically or on paper or leave browser sessions logged in un-attended.

As a client of E-Warehousing you (and any relevant successors in interest) agree not to sue E-Warehousing Ltd on data breach, security, or data protection claims related to your use of E-Warehousing Ltd services.

Changes to our privacy policy

We keep our privacy statement under regular review and we will update you by e-mail. This privacy policy was last updated on 01/05/2018.



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