

## **ELG Metals UK Limited – Privacy Notice**

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share your personal data, your rights in relation to your personal data and on how to contact us and supervisory authorities in the event you have a complaint.

We take our obligation to protect your personal data seriously and we will ensure that all personal data that we process is:

- processed lawfully, fairly and transparently;
- processed for specific purposes only, and not in any manner which is incompatible with those purposes;
- adequate, relevant and limited to what is necessary;
- accurate;
- not kept for longer than is necessary;
- kept confidential and secure;
- processed in accordance with your rights.

This privacy policy is divided into the following sections:

- Who we are
- Our website
- The personal data we collect and use
- How we use your personal data
- Who we share your personal data with
- Whether data has to be provided by you and if so why
- How long your personal data will be kept
- Reasons we can collect and use your personal data
- Transfer of your data out of the EEA
- Cookies and similar technologies
- Your rights
- Keeping your personal data secure
- How to complain
- Changes to this privacy notice
- Changes to your personal data
- How to contact us

## 1. WHO WE ARE

ELG Metals UK Limited, we collect, use and are responsible for certain personal data about you. When we do so we are regulated under the [General Data Protection Regulation](#) which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal data for the purposes of those laws.

Our contact details are:

ELG Metals UK Limited

Templeborough Works, Sheffield Road, Tinsley, Sheffield, South Yorkshire, S9 1RT

Tel: 0114 2443333

Email: [dataprotection@elg.uk](mailto:dataprotection@elg.uk)

## 2. THE PERSONAL DATA WE COLLECT AND USE

### 2.1 DATA COLLECTED BY US

We process personal data which we receive from you within the scope of our business relationship in your capacity as:

- representative/authorised representative of the legal entity,
- as interested party and/or
- as customer/supplier/service provider.

Personal data may be provided to us by you when you access our website, during the stage of initial business contact and during the business relationship. Such data mainly relate to the responsible contact partner at your company/organisation and, if applicable, the company/organisation management (for example, managing directors, board of management). We may also collect your personal data when you provide it to us indirectly, such as your browsing activity while on our website (see 'Cookies' below).

We may collect and use the following types of personal data when you provide it to us:

- **Name and contact information:** This will include information such as your name, place of work, position, job title, contact and/or delivery address, contact telephone number(s), mobile number, your email address, account information and, if you are a sole trader, your payment details.
- **Technical information:** the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website.
- **Website usage information:** information about how you use our website, products and services, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

## 2.2 DATA COLLECTED FROM OTHER SOURCES

We may also obtain personal data direct from other sources as follows:

- **Publicly accessible sources:** For example, company registers, land registers, commercial registers, the press, media, internet. This may include your name, place of work, position, job title, contact address, contact telephone number(s), mobile number and your email address.
- **Other data subjects:** such as your colleagues. This may include your name, place of work, position, job title, contact address, contact telephone number(s), mobile number and your email address.

**Credit reference agencies:** who provide credit reference information. If you are a sole trader, this may include your name, age, address, previous addresses, details of your how you have maintained your credit accounts as well as information from public sources such as the electoral roll, public records including county court judgments, and bankruptcy and insolvency data.

We do not collect or use any special categories of personal data about you (such as information which reveals your race or ethnic origin, political opinions or religious or philosophical beliefs, membership of a trade union, physical or mental health, genetic or biometric information, sexual life or sexual orientation or criminal convictions and offences).

## 3. HOW WE USE YOUR PERSONAL DATA

We use your personal data:

- To process and handle contracts and orders.
- For transport management.
- For mediation of freight and logistics companies
- For administration of customs and foreign trade matters.
- To carry out or exercise our rights and obligations arising from any orders or contracts we make.
- To comply with our legal and regulatory obligations.

Our business and website is not intended for use by children and we do not knowingly collect or use personal data relating to children.

## 4. WHO WE SHARE YOUR PERSONAL DATA WITH

Where necessary, in order for the Company to perform its obligations to you, or for our legitimate business interests, or for the purposes set forth in this Privacy Notice, your personal data will routinely be disclosed to our other group companies and/or third-party service providers. These will include, for example, disclosure to:

- **Our parent company, ELG GmbH and other companies within the ELG Group:** who provide several services to the ELG group of companies, including data processing and IT services.

- **Third party service providers we use to help us run our business such as transport, freight and logistics companies:** This data sharing enables goods that you have ordered to be despatched and delivered to you, or goods that we have ordered to be delivered to us and/or collected from you.
- **Credit reference agencies:** For example, in order to obtain credit reference information about you.
- **Our insurers and brokers:** We currently use Euler Hermes and/or Coface who provide trade credit insurance.
- **Our professional advisers.**

If we outsource the processing of personal data to third parties or disclose personal data to service providers, we impose contractual obligations to require those third parties to protect the personal data provided to them with appropriate security measures and prohibit them from using the personal data for their own purposes or from disclosing the personal data to third parties.

As we continue to develop our business, we may buy or sell assets. In such transactions, personal data are generally one of the transferred assets. Accordingly, your personal data may also be disclosed, where permitted by applicable law, in connection with a corporate restructuring, sale, or assignment of assets, merger, divestiture, or other changes of control or financial status of any member of our group of companies.

We will share personal data with law enforcement or other authorities if required by applicable law.

We will not share your personal data with any other third party.

## 5. **WHETHER DATA HAS TO BE PROVIDED BY YOU, AND IF SO WHY**

Data requested by us within the scope of the business relationship and to comply with contractual obligations must be provided. Data which we have to collect based on statutory obligations must also be provided. If such data are not provided, we may have to refuse you as contracting partner and/or cancel any existing contractual relationship.

## 6. **HOW LONG YOUR PERSONAL DATA WILL BE KEPT**

We will process and store your personal data for as long as necessary to fulfil our contractual and statutory obligations. After fulfilment of the contractual and statutory obligations, the personal data will always be erased or anonymised so that it no longer constitutes personal data. Different retention periods apply for different types of personal information. We will generally process and store your personal data for the duration of our business relationship with you and, in accordance with our data retention policies, for a period of up to 7 years thereafter where we are required to retain the data by applicable UK law (e.g. for tax and accounting purposes), or such shorter period where the processing is no longer authorised or no longer necessary for compliance with applicable laws.

When it is no longer necessary to retain your personal information, we will delete or anonymise it.

## 7. REASONS WE CAN COLLECT AND USE YOUR PERSONAL DATA

We rely on the following bases as the lawful bases on which we collect and use your personal data:

- **consent:** where you have given us clear consent for us to process your personal data for a specific purpose
- **contract:** where our use of your personal data is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract
- **legal obligation:** where our use of your personal data is necessary for us to comply with the law (not including contractual obligations)
- **legitimate interests:** where our use of your personal data is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal data which overrides those legitimate interests)

Our legitimate interests include:

- ensuring IT security and IT operations in our business
- preventing criminal offences
- safeguarding claims and for defence in the case of legal disputes
- using credit agencies to determine credit-worthiness or to minimise the default risk
- improving efficiency in our business
- protecting our assets if these interests require the processing of your personal data.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

## 8. WHERE YOUR PERSONAL INFORMATION IS HELD

Information may be held at our offices and those of our group companies, third party agencies, service providers, representatives and agents as described above (see above: 'Who we share your personal information with'). In particular, our parent company, ELG GmbH, provides us with IT services and your personal data will be held on their servers in Germany.

Some of these third parties may be based outside the European Economic Area. For more information, including on how we safeguard your personal information when this occurs, see below: 'Transferring your personal information out of the EEA'.

## 9. TRANSFER OF YOUR DATA OUT OF THE EEA

Like most international businesses, we operate globally and, therefore, we may transfer your personal data to a person or company that is part of or outside of the group of companies and located in a country outside the EU/EEA for any of the purposes set out in this Privacy Notice. Such countries may not have the same or equivalent data protection laws as the EEA.

Whenever we transfer your personal data to a country outside the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is in place:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, please see [European Commission: Adequacy of the protection of personal data in non-EU countries](#).
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection to has in Europe (known as Model Contracts for the transfer of personal data to third countries).
- Where we use service providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the US.

Please contact us if you would like further information on the specific mechanism we use when transferring your personal data outside of the EEA.

## 10. COOKIES AND SIMILAR TECHNOLOGIES

A cookie is a small text file which is placed onto your device (e.g. computer, smartphone or other electronic device) when you use our website. We use cookies and other similar tracking technologies on our website. These help us recognise you and your device and store some information about your preferences or past actions.

For further information on our use of cookies, please see our parent company, ELG GmbH's Policy available here <http://www.elg.de/en/privacy-declaration> . Our parent company , ELG GmbH, provides us with IT services including hosting of our website.

For further information on cookies generally visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 11. YOUR RIGHTS

Under the [General Data Protection Regulation](#) you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of data and transparency over how we use your use personal data
- access to your personal data and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your data which we hold
- require the erasure of personal data concerning you in certain situations
- receive the personal data concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations

- object at any time to processing of personal data concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal data
- otherwise restrict our processing of your personal data in certain circumstances
- revoke consent given by you to the processing of personal data at any time vis-à-vis ourselves. Any revocation of your consent will not affect the processing of personal data before revocation is pronounced.

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to our Data Protection Manager,
- let us have enough information to identify you,
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the data to which your request relates, including any account or reference numbers, if you have them.

## 12. KEEPING YOUR PERSONAL DATA SECURE

We have appropriate security, technical and organisational measures in place to prevent personal data from being accidentally lost, and to protect against the unintended or unlawful destruction, loss, alteration, unauthorised disclosure of, use or access to personal data. We limit access to your personal data to those who have a genuine business need to know it. Those processing your data will do so only in an authorised manner and are subject to a duty of confidentiality.

We shall ensure a level of security appropriate to the risks that are presented by the processing, having all due regard to the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing as well as the risk to you and other data subjects. These measures are aimed at ensuring the on-going integrity and confidentiality of personal data. The Company evaluates these measures on a regular basis to ensure the security of the processing.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## 13. HOW TO COMPLAIN

We hope that our Data Protection Manager can resolve any query or concern you raise about our use of your data.

The [General Data Protection Regulation](#) also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

#### **14. CHANGES TO THIS PRIVACY NOTICE**

This privacy notice was published on 25 March 2019 and last updated on 8 March 2022.

We may change this privacy notice from time to time, when we do, any changes will be posted on this page with an updated revision date.

#### **15. HOW TO CONTACT US**

Please contact, our Data Protection Manager if you have any questions about this privacy notice or the data we hold about you.

If you wish to contact our Data Protection Manager, please send an email to [dataprotection@elg.uk](mailto:dataprotection@elg.uk), write to Templeborough Works, Sheffield Road, Tinsley, Sheffield, South Yorkshire, S9 1RT or call 0114 2443333.

#### **16. DO YOU NEED EXTRA HELP?**

If you would like this notice in another format (for example: audio, large print, braille) please contact us (see 'How to contact us' above).