

Privacy Notice

Every day our business will receive, use and store personal information about our Customers, Suppliers and Employees. It is important that this information is handled lawfully and appropriately in line with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation referred to as the 'Data Protection Requirements'.

We have published this notice to help you understand:

- How RiverRidge collects your personal data
- What personal data RiverRidge collects from you
- How RiverRidge uses your personal data
- Who RiverRidge share your personal data with
- How long RiverRidge retains your personal data
- Your rights

How RiverRidge collects your Personal Data

In the course of our waste management activities, we will collect and process personal data. This will include data we receive directly from Customers and Suppliers on the phone, via e-mail, recording of CCTV footage or face to face by completing the necessary forms. We also receive personal data about our Service Users from Third Party Sources such as Credit Reference Agents.

What Personal Data RiverRidge collects from you

When you require our services, you are entering into a contract with us. If you are a new or an existing Customer, we will collect and process personal information about you. The personal information that we might collect from you may include but is not limited to the following:

- Name
- Phone number
- E-mail address
- Registered address
- VAT reg number
- Date of birth
- Bank account number
- Branch sort code

How RiverRidge uses your Personal Data

In accordance with the Data Protection Requirements, we will only process personal data where it is required for a lawful purpose. The lawful purposes include whether the individual has given their consent, the processing is necessary for the performance of a contract, for compliance with a legal obligation or for the legitimate interests of the business.

A few examples of how RiverRidge use your personal data is described below:

| How RiverRidge use your Personal Data | Our Legal Basis for processing |
|---|---|
| Set up your RiverRidge account | Legitimate interests of the business |
| Storing your bank details | Individual have given their consent |
| Process your service agreement | Necessary for the performance of a contract |
| To detect, investigate and report financial crime | Compliance with a legal obligation |
| Notify you about changes to our services or payment information | Legitimate interests of the business |

| | |
|--|--------------------------------------|
| Logistic planning, demand forecasting and management information | Legitimate interests of the business |
|--|--------------------------------------|

Who RiverRidge shares your Personal Data with

RiverRidge works with trusted Employees, Subcontractors and Businesses in order to provide you with a high-quality service that you expect from us. Some of the categories of third parties with whom we share your data include:

Employees – Employees are fully trained in line with GDPR obligations and where appropriate subject to thorough security checks and will only hold the minimum amount of personal information needed in order to fulfil the level of service provided.

Subcontractors - In order for you to receive a quality service that you would expect from us, RiverRidge works with a number of subcontractors. We will only pass limited information to them in order to ensure an efficient level of services is attained.

IT & PR Companies – RiverRidge works with businesses who support our website and other business systems.

Payment Processing – RiverRidge works with trusted third-party payment processing providers in order to securely process and manage payments.

Credit Reference Agents – When you apply for credit with us we will make searches about you with a Credit Reference Agent. We do this to make sure Customers who apply for credit accounts are able to manage the level of credit offered and are not committing fraud by providing false or inaccurate information.

Law Enforcement Agencies – it may be necessary for RiverRidge to disclose personal information when required by law for the administration of justice when we believe we have been given false or misleading information. We are legally obliged to record this and report to law enforcement agencies.

We may share personal data we hold with any member of our Group, which means our subsidiaries, our ultimate holding Company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We will not share your personal information for marketing purposes with companies outside the RiverRidge Group.

How long we retain your Personal Data

We will not keep personal data longer than is necessary for the purpose or purposes for which it was collected. We will take all reasonable steps to destroy, or erase from our systems, all data which is no longer required.

We may need to hold your personal information to establish, bring or defend legal claims. For this purpose, we will always retain your personal information for 7 years after the date it is no longer needed by us for any of the purposes listed under how we use your information above. The only exceptions to this are where:

- The law requires us to hold your personal information for a longer period, or delete it sooner
- You exercise your right to have the information deleted (where applicable) and we do not need to hold it in connection with any of the reasons permitted or required under the law

- We bring or defend a legal claim or other proceedings during the period we retain your personal information, in which case we will retain your personal information until those proceedings have concluded and no further appeals are possible
- In limited cases, existing or future law or court or regulator requires you to keep your personal information for a longer or shorter time period

Your Rights

Under the GDPR and DPA 2018 you have a number of rights with regards to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

If you have provided consent for the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

You have the right to lodge a complaint to the Information Commissioners' Office (ICO) if you believe that we have not complied with the requirements of the GDPR or DPA 2018 with regards to your personal data.

Changes to the Privacy Notice

We reserve the right to change this policy at any time. If we make changes to our privacy notice we will publish these on the RiverRidge company website, and where possible we will notify changes by e-mail.

Identity and contact details of the Data Controller

RiverRidge will be known as the "Data Controller" for the purposes of the Data Protection Requirements and if you have any concerns then in the first instance requests should be made in writing to HR Manager, RiverRidge, 56 Craigmore Road, Garvagh, BT51 5HF or alternatively to data.protection@riverridge.co.uk.