

24<sup>th</sup> May 2018

Dear Sir/Madam

**General Data Protection Regulations (GDPR) – Customers and Suppliers**

In order to comply with the new regulations which will come into effect on 25<sup>th</sup> May 2018 we are required to confirm the information we hold, the reasons for holding it and how it will be used.

The information we do hold is used purely to facilitate and maintain the trading relationship we have with you, and also to ensure compliance with our legal obligations. Any new information gained as part of the provision of goods or services, or in the procurement of such items, will be treated in the same way. The information held may encompass a number of the following details:

- Customer name/Company name
- Registered Address and (if different ) Delivery Address
- Telephone numbers
- Email addresses
- Company Registration Number
- VAT Registration Details
- Bank Details
- Trading History

Please be assured that Panks will always look after this information and that it will be held and maintained securely on our systems. We will never share the information we hold with third parties or use these details for the purposes of marketing.

As part of our ongoing credit control procedures and for new account applications we may use a credit reference agency to verify the financial status of the account holder (currently Dunn & Bradstreet). We will ensure that any companies used for such purposes employ the required standards to handle and process personal data.

We are required by UK law to retain company records for a minimum period of 6 years, after such time the records will be maintained in line with both our Privacy and Data Retention Policies, copies of which can be found on our website [www.panks.co.uk](http://www.panks.co.uk)

We will continue to hold this information unless you contact us to Opt-Out. Should you wish to do this then please contact us by post at the address below, or via email to [accounts@panks.co.uk](mailto:accounts@panks.co.uk).

Yours Faithfully,

Chris Pank

Managing Director