

DATA PROTECTION PRIVACY NOTICE

ESHOP GOODS PURCHASE

This Privacy Notice explains what personal data the EKC Group collects and uses for the purposes of **administering and managing your purchase/s**. We will only use your data for these purposes, and we undertake to always keep your personal data confidential.

The Data Controller's registered address is:

EKC Group
Ramsgate Road, Broadstairs, Kent, CT10 1PN

The Data Protection Officer's contact details are:

DPO@eastkent.ac.uk
01843 605024

What data we collect about you:

- Name
- Contact details (address, postcode, email, telephone number)
- Transaction details (including your payment details)

Where we get this data from:

- You
- Your bank

We will use your data to:

- Communicate with you about your purchase
- Supply your items
- Take payment for your items
- Report sales to Kent County Council (KCC) trading standards, as required

Who may have access to your data:

- You
- EKC staff who oversee EShop
- EKC Finance staff
- KCC if required

Normally, we do not store or transfer your personal data outside Europe. On the few occasions where this may happen you will be informed and advised of the appropriate safeguards that are in place.

We can legally use your data because:

- Contract - by purchasing goods, you have entered into a contract with us
- Consent – by completing the details, you have given us consent to do so
- Legal obligation - we must be able to demonstrate how we comply with the law

We will keep your data for:

- The Group will retain personal data for no longer than is necessary to fulfil contractual and regulatory obligations in line with our [Retention Schedule](#).
- We will keep your data for 6 years. This is required by the Kent and Medway Act 2001 and Consumer Right Act 2015.
- We will destroy your data via a confidential waste service at the end of the retention period.

You have the right:

- To be informed – about the personal data we process about you.
- Of access – have copies to your data, within one calendar month of your written or verbal request.
- To rectification – have your data amended if the details are incorrect/incomplete.
- To erasure – have your data deleted, in certain circumstances. **
- To restrict processing – ask us to restrict the processing of your data, in certain circumstances. **
- To object to processing – if we process your data because it forms part of our public tasks or is in our legitimate interests. **

**** If you withdraw your consent or ask us to limit the processing of your data, please be aware that we will not be able to fulfil our contractual agreement with you (i.e. proceed with your purchase).**

How to complain if you are not satisfied with the way we have managed your data:

Firstly, if you have any concerns about our use of your personal data, you can make a complaint to us in writing in line with our Complaints Policy.

If you are still unhappy with how we have used your data after raising a complaint with us, you can complain to The Information Commissioner:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF | 0303 123 1113 | www.ico.org.uk