

## **Emerdis Limited – Privacy & GDPR Statement**

At Emerdis Limited we value the privacy and security of our customers' personal data. We are committed to ensuring that your personal data is protected and handled in accordance with the General Data Protection Regulation (GDPR) as it applies in the United Kingdom (UK).

### **1. Who We Are**

Emerdis Limited is a parcel automation business based in the UK. For the purposes of the GDPR, Emerdis Limited is the "data controller."

### **2. Personal Data We Collect**

We may collect and process the following personal data:

Name

Contact details (e.g., email address, phone number, postal address)

Payment information

Usage data (such as how you interact with our website)

Other data you voluntarily provide to us

### **3. How We Use Your Personal Data**

We collect and use personal data for the following purposes:

To provide and manage our products/services

To communicate with you (e.g., customer support, marketing updates)

To process transactions and payments

To comply with legal obligations

To improve our website, services, and user experience

### **4. Legal Basis for Processing Your Data**

We process your personal data under the following legal bases:

Consent: Where you have given us explicit consent to process your data (e.g., subscribing to marketing communications).

Contractual necessity: To fulfil a contract or pre-contractual obligations (e.g., processing orders or providing services).

Legal obligation: To comply with legal obligations (e.g., tax or regulatory requirements).

Legitimate interests: To pursue our legitimate interests, provided that your rights and freedoms are not overridden (e.g., improving our services).

### **5. Data Retention**

We will retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy or to comply with legal or regulatory requirements.

### **6. Sharing Your Personal Data**

We do not share your personal data with third parties, except for:

Service providers who assist us in running our business (e.g., payment processors, marketing tools, IT support).

Legal or regulatory authorities when required by law.

We ensure that any third parties with whom we share data are compliant with GDPR requirements.

### **7. Your Rights**

As a data subject, you have the following rights under GDPR:

Right to access: You can request a copy of your personal data that we hold.

Right to rectification: You can request to correct any inaccuracies in your personal data.

Right to erasure: You can request to delete your personal data, subject to certain conditions.

Right to restriction of processing: You can ask us to limit the processing of your data.

Right to portability: You can request a copy of your data in a structured, commonly used format.

Right to object: You can object to the processing of your data for certain purposes, such as direct marketing.

To exercise these rights, please contact us using the details provided above.

**8. Security of Your Data**

We take the protection of your personal data seriously and have implemented appropriate technical and organizational measures to safeguard your information from unauthorized access, disclosure, alteration, or destruction.

**9. Changes to This Privacy Statement**

We may update this statement from time to time in order to reflect changes in our practices or legal obligations. Any updates will be posted on our website with the date of the latest revision.

**10. Complaints**

If you believe that your data protection rights have been violated, you can lodge a complaint with the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection.

\*\*\* END \*\*\*