

## DATA PROCESSING AND STORAGE POLICY

As a responsible business that processes and stores customer data, we have written this policy to coincide with the new GDPR rules brought in on May 25<sup>th</sup> 2018. In this policy we will outline our methods for gathering and storing your personal data as well as explain the limited sharing of your data with our third-party partners.

### 1. Definitions

Phrase	Definition
<b>GDPR</b>	General Data Protection Regulation. A new regulation brought in by the European Union to protect the data of EU citizens and to regulate the gathering and storing of personal data
<b>Data</b>	Any information that we store about you
<b>Explicit Consent</b>	A clear way to opt into anything related to your data
<b>IP Address</b>	A unique string of numbers separated by full stops that identifies each computer using
<b>Cookies</b>	A packet of data sent by an Internet server to a browser, which is returned by the browser each time it subsequently accesses the same server, used to identify the user or track their access to the server
<b>Third-Party Partner</b>	A company or service that we share your data with or have access to your data
<b>Exhaustive List</b>	A complete list
<b>Data Processor</b>	A person who processes your data
<b>Data Controller</b>	A person who oversees the collection and storage of your data

## 2. Responsible Data Processing

At Conyers Guns we are proud to process your data responsibly. We believe it is important for you to understand who, what, where, when and why we process your data, so we have broken this information down into those very questions.

### i. Who collects your data?

Only fully trained members of staff at Conyers Guns will process your data. We have appointed Data Processors and Data Controllers. A Data Processor is someone who will take your information and process it into our systems. A Data Controller is someone who acts as an administrator, is responsible for the overall data collection process and assures that your data is always protected .

### ii. What is your data?

We collect a range of information from our customers. Some is general such as your basic contact information and some is more specific, such as Shotgun or Rifle License Numbers. What we collect usually depends on what you are trying to do with us. Below is a list of the most common data we collect but you can request an exhaustive list of what we collect by emailing [jay@conyers.biz](mailto:jay@conyers.biz).

Name  
Email Address  
Telephone Number  
Shipping Address  
Billing Address  
Order Details  
Cookies  
IP Address  
Device and Browser Information

### iii. Where do we collect your data?

We collect your data in a few locations. We collect your data in person in our stores, over the phone through our telephone mail order service and online through the Conyers Guns Website.

### iv. When do we collect your data?

We collect different pieces of data at different times. For example one of our third-party services collects anonymised information about your movements on our website as soon as you arrive. But most of the data we collect from you is as part of the purchase process, either online, in store or on the phone. We may also be in touch at a later date to get more information from you regarding your order.

v. **Why do we collect your data?**

As with any online and distance retailer, the primary cause for collecting your data is to process your order, payment and delivery. We also collect data on your purchases in store. The main reason for this is that we are a firearms retailer and need to keep strict records of what is bought and when.

We also collect data for marketing purposes. You can opt out of this at any time by logging in to your account and clicking on 'Newsletter Subscriptions'.

3. **Responsible Data Storage**

Responsible data storage is extremely important when caring for your data. Because of this we only store your data in the most secure way. We store your data in a variety of places but we have assured that each of these locations use the most up to date security measures. Our internal and external servers are updated regularly with security patches and follow the best practices of server security.

Some of your data may be stored with our third-party partners, but like our own storage solutions, we have assured that these partners follow the most stringent security practices to protect your data.

4. **Third-Party Partners**

We use a selection of third-party partners for some of our internal and customer-facing processes, because of this they may store some of your data. We have assured that these partners' services are securely storing your data and are also GDPR compliant. Here is a list of our main third-party partners, why we use them and the data they store, but you can request an exhaustive list by emailing [jay@conyers.biz](mailto:jay@conyers.biz).

<b>Company</b>	<b>Informations shared / available</b>	<b>Purpose</b>
<b>Google</b>	IP Addresses, ISP Information, Device Information, Website Activity, Browser Information	Tracking Customer Sales, User Journeys and Activity on our website. For maintenance and improvement of our service
<b>Trading Software Ltd</b>	Names, Addresses, Telephone Numbers, Email addresses, order details	Troubleshooting and improvement of services

<b>Omni Capital</b>	Names, Addresses, Telephone Numbers, Email addresses, Bank Details, Order Details	Underwriting Finance
<b>Royal Mail</b>	Names, Addresses, Telephone Numbers, Email addresses,	Delivery of Goods
<b>Parcelforce</b>	Names, Addresses, Telephone Numbers, Email addresses,	Delivery of Goods
<b>Fastway Couriers</b>	Names, Addresses, Telephone Numbers, Email addresses,	Delivery of Goods
<b>Sagepay</b>	Card Details, Names, Addresses	Payment Provider

## 5. Your Rights

According to the Information Commissioners Office, the GDPR rules are there to protect you and your data. They list 7 key rights for individuals; we have listed them below with a little more explanation for each and what it means for you at Conyers Guns.

### i. The right to be informed

This means that you have the right to fully understand our data collection, processing and storage processes. These are outlined in section 2 and 3 of this document.

### ii. The right of access

This means that you have the right to access all the data we have stored about you. You can access this information by emailing us at **jay@conyers.biz** we will respond with a complete report of your data within 30 days.

### iii. The right to rectification

This means that you have the right to correct any incorrect data that we have stored about you. You can request these be made by emailing **jay@conyers.biz**, we will respond within 30 days.

### iv. The right to erasure

This means that you have the right to request that we remove the data\* that we have about you from our systems and those belonging to our third-party partners. You can request this by emailing **jay@conyers.biz**, we will respond within 30 days.

\*Please note that certain information must be stored for police records, this includes the contact, order and license information of any shotgun, firearm, air rifle or knife sale.

**v. The right to restrict processing**

This right allows you to restrict the use of your data, for example if we are unable to delete your data as in section 5.iv, you can still restrict how we use it, such as preventing us from using it for marketing activity. You can request that we restrict the use of your data by emailing [jay@conyers.biz](mailto:jay@conyers.biz), we will respond within 30 days.

**vi. The right to data portability**

This means that you have the right to request a report of your data from us to pass on to another company/ third-party. There is no standard format for these reports so you may need to edit it to conform to this new party. Once you request a data porting report we will delete your information (if possible) after 90 days. You can request a Data Porting report by emailing [jay@conyers.biz](mailto:jay@conyers.biz).