

## **Fair Processing Notice**

Corney and Barrow Ltd (the "**Company**") is a member of the Corney and Barrow Group of companies. This Fair Processing Notice explains how we use any personal information we collect about you.

The Company is a data controller in respect of the personal data we collect about you for purposes of the EU General Data Protection Regulation (EU Regulation 2016/679) ("**GDPR**") and the UK Data Protection Act 2018 ("**DPA**") and any other data protection legislation which supplements the GDPR in the United Kingdom in the future.

### **What information do we collect from you?**

Some of the information we collect is classified as "personal data" under the GDPR as it is information relating to an individual such as a sole trader, a partnership, a company director, a beneficial owner, a trustee, a professional contact etc.

We collect personal information which you provide when you complete an account application form or our online registration form, if you make an online purchase and check out as a guest or if you provide us with your personal details by email, telephone or any other means of communication.

The Company may collect and process the following types of personal data which you provide in connection with the services:

- ***Your name and sometimes your signature;***
- ***Your date of birth;***
- ***Your contact details such as your residential address, email and telephone number;***
- ***Your bank details and /or your card payment details;***
- ***Copies of documents you provide to prove your age or identity (including your passport and driver's license). This will include details of your facial image, and if your passport it will include your place of birth, gender and nationality;***
- ***Your image may be recorded on CCTV when you visit any of our offices or our shops***
- ***Your Social media username, if you interact with us through those channels to help us respond to your comments, questions or feedback;***

We may also collect information such as your IP address when you visit our website and URLs of the webpages you have viewed.

### **What information do we collect about you from third parties and public sources?**

The Company may collect personal data about you from third parties or public sources. The personal data about you collected from such third parties and public sources includes the following information:

| Type of Data  | Collected from:  |
|---|--|
| <ul style="list-style-type: none"><li>• Your name</li><li>• Your job title</li><li>• Your contact phone number</li><li>• Your email address</li></ul> | Your name and contact details may be collected from an existing Corney & Barrow account holder as an authorised contact. |

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|--|---|
| <ul style="list-style-type: none"> <li>Your relationship to a Corney &amp; Barrow account holder</li> <li>Your residential address and address links to your name</li> <li>Fraud prevention information</li> <li>Public record information</li> <li>Possible matches to your name relating to PEP (Politically Exposed Persons) and Sanction checks</li> </ul> | <p>Your name and contact details may be collected from Companies House if you are a Director of a business we deal with</p> <p>Before the Company approves payment terms, the Company will undertake credit and identity checks using an external credit reference agency and the Company will receive personal data relating to you in response to such a check.</p> |
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### What is the purpose and legal basis for processing your information?

The purposes for which we may process all of the above personal data - and the legal basis on which we perform such processing - are:

| Processing purpose   | Legal basis for processing  |
|--|---|
| Communicating with you in relation to products or services that we provide you   | We have a <b>legitimate interest</b> in communicating with you in relation to the products or services that we provide you.   |
| Communicating and interacting with you via our websites  | We have a <b>legitimate interest</b> in communicating and interacting with you via our websites   |
| Targeted marketing to increase sales where you have provided personal data in the course of a sale or negotiation for a sale, where the messages we send are only marketing similar products or services and where you gave consent to receive marketing or you subscribed to our newsletter mailing list. | We have a <b>legitimate interest</b> in promoting our business to specific individuals in order to increase sales.<br><br>We have obtained your <b>consent</b> to contact you about wines, wine services and events |
| Networking and promoting business growth   | We have a <b>legitimate interest</b> in expanding our network of suppliers, customers and partners in order to expand our business  |
| Establishing, exercising and defending our legal rights, such as debt enforcement via employment of a debt collector   | We have a <b>legitimate interest</b> in establishing, exercising and defending our legal rights   |
| For audit, compliance, controls and other risk management  | We have a <b>legitimate interest</b> in establishing, exercising and defending our legal rights   |
| For business management including manual data and record management  | We have a <b>legitimate interest</b> in ensuring the accuracy of the data held and processed by the Company   |
| Identifying issues with our existing services; planning improvements to existing services; and creating new services   | We have a <b>legitimate interest</b> in identifying issues with our existing services; planning improvements to existing services; and creating new services  |
| Processing your orders, managing your account, managing your wine in reserve,  | It is necessary to process the personal data for the <b>performance of a contract</b> to which you are a party. It is necessary for you to provide  |

|  |   |
|--|---|
| selling your wine and otherwise complying with our contractual obligations   | the personal data in order for us to perform the contract and failure to provide such necessary personal data may preclude our ability to perform our obligations under the contract  |
| Determining the risk of conducting business with you by running ID and / or credit search both at present and at any future date | <p>We have a <b>legitimate interest</b> in legal and regulatory compliance.</p> <p>It is necessary to process the personal data in order to comply with our <b>legal obligations</b>. It is necessary for us to collect the personal data in order to use it for this purpose to comply with our statutory legal obligations and your failure to provide such necessary personal data may preclude our ability to continue our relationship with you.</p> |
| Complying with our legal, regulatory and reporting requirements to regulatory bodies, such as HM Revenue & Customs               | <p>We have a <b>legitimate interest</b> in legal and regulatory compliance.</p> <p>It is necessary to process the personal data in order to comply with our <b>legal obligations</b>. It is necessary for us to collect the personal data in order to use it for this purpose to comply with our statutory legal obligations and your failure to provide such necessary personal data may preclude our ability to continue our relationship with you.</p> |

You can object to the use of your personal data at any time but this may restrict the services we can continue to offer you.

### Who will you share my personal data with?

We may disclose your personal information to service providers who process data on our behalf in the course of providing services to the Company, including:

- Warehousing and delivery services;
- Direct marketing companies and mailing houses who help us manage our electronic and mailed communications;
- IT companies who support our website and other business systems;
- Banks and payment processors;
- Identification verification services to prevent or detect crime in compliance with current regulations;
- Data cleansing service providers to ensure your data is accurate;
- Third party debt collection agencies.

These service providers are required to use your personal data in accordance with our instructions, to take appropriate security measures and to protect your personal data in line with our policies. It is our policy to not allow service providers to use your personal data for their own purposes.

In some contexts, we may disclose the personal data to the following controllers who will be directly responsible under data protection law for protecting the personal data:

- the Company's legal adviser for the purposes of providing legal advice to the Company;
- the Company's auditor for the purpose of providing audit services to the Company;
- HM Revenue & Customs and other regulatory bodies if we are under a duty to disclose or share your personal data in order to comply with any legal obligation.

We may also pass on your details to our wine producers & suppliers so they may invite you to events from time to time if you consent to this.

### **Will we transfer your personal data internationally?**

The personal data that the Company processes about you may be transferred to one or more countries outside the European Economic Area ("**EEA**") that have not been deemed by the European Commission to offer adequate data protection. For example, we may pass your information to our overseas branch in Singapore and our subsidiary in Hong Kong because the South East Asia Sales Team needs access to the entire Company customer database in order to transact business with their own EEA-based customers.

The Company is committed to ensuring that adequate safeguards are in place to protect any of your personal data that is transferred to the Company's branch in Singapore and its subsidiary Corney and Barrow Hong Kong Ltd. In order to establish a legal framework under which such safeguards can be set up, the Company has entered into contracts with both the Singapore branch and the Hong Kong subsidiary using Model Contract Clauses as approved by The European Commission. The Company's Head Office in London directs all policies and processes that are carried out by all office locations so your data receives the same protection as if it were being processed inside the EEA. The Company's Head Office in London also manages and controls the technical and organisational security throughout the business (further details of these controls can be seen in the next section below). If you wish to obtain a copy of these safeguards, please contact the Company at the address below.

We also use the services of direct marketing companies who help us manage our electronic communication. The direct marketing company that we use is self-certified and registered under the EU-US Privacy Shield Framework which provides both sides of the Atlantic with a mechanism to comply with data protection requirements when personal data is transferred from the EU to the US. If you wish to see details of the Privacy Shield Principals please contact the Company at the address below.

### **How do we protect your personal data?**

We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it. We use security technology for establishing encrypted links between Hong Kong and Singapore. We secure access to all transactional areas of our websites using 'https' technology. Access to your personal data is password-protected, and sensitive data (such as card payment information) is secured and tokenised to ensure it is protected. We regularly monitor our system for possible vulnerabilities and attacks, and we carry

out penetration testing to identify ways to further strengthen security. If you wish to obtain a copy of our IT General Controls, please contact the Company at the address below.

### **Do we engage in automated decision-making?**

We do not envisage that any decisions will be taken about you using automated means. In the event that this position changes, we will notify you in writing.

### **How long will you retain and store my data for?**

Personal data is stored for varying lengths of time depending on the nature and purpose for which it was collected. In any case personal data will be retained for only as long as is necessary for the purpose for which it was collected subject to any statutory minimum periods. We review the personal data held by us periodically to ensure it is held in line with our data protection policies.

To determine the appropriate retention period for your data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data and whether we can achieve the purpose of the processing through other means. Our retention of your personal data - and the criteria we apply to determine how long it is necessary for us to retain your personal data - is kept under review.

### **Some examples of data retention periods:**

#### **Orders and Wine in Reserve**

When you open an account with the Company, we will hold your personal data for the duration of the relationship with you and for as long as we hold your wine in our reserve plus an additional period; the additional period would be the date of the last order or period of storage plus seven years so we can comply with our legal and contractual obligations.

#### **Dormant Accounts**

If you do not place an order, you do not use our wine storage service and you cease to interact with us for a 24 month period, we will consider your account to have become dormant at that point.

Where we have obtained your consent to process your data i.e. for direct marketing purposes but you cease to interact with us and your consent goes cold over the passage of time i.e. you do not place an order with us for a 24 month period we will consider your account to have become dormant at that point.

At the end of a retention period, if your account becomes dormant or if you ask us to stop processing your data and close your account, your data will either be deleted completely or anonymised.

### **What are my rights?**

In certain circumstances, under the GDPR, you will have the right to:

- request access to your personal data;
- request rectification of your personal data if it is inaccurate or incomplete;
- restrict the processing of your personal data (for example, if you want the Company to establish its accuracy or the reason for processing it);
- object to your personal data being processed;

- lodge a complaint with a supervisory authority;
- withdraw your consent to the processing, in the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose. Once the Company have received notification that you have withdrawn your consent, they will no longer process your information for the purpose or purposes you originally agreed to, unless they have another legitimate basis for doing so in law. Please note that the withdrawal of your consent will not affect the lawfulness of any processing of personal data based on your consent before it is withdrawal.

If you would like to access, rectify or request deletion of your personal data, object to the processing of your personal data, or withdraw your consent to processing (if applicable), please contact the Company in writing by emailing us at [DPO@corneyandbarrow.com](mailto:DPO@corneyandbarrow.com) or to the following address:

Customer Maintenance Department  
Corney & Barrow Ltd  
1 Thomas More Street  
London E1W 1YZ

We will respond to your request within 28 days from the day after receiving your request and if for any reason we cannot get the information to you in that time frame, we will contact you.

We want to make sure that your personal information is accurate and up to date and we may contact you from time to time to ask you if anything has changed.

### **Checking your identity**

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Fair Processing Notice. If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

### **Marketing and Communication**

You can unsubscribe or amend your preferences on how we communicate with you at any time using the following methods:

Visit our website at [www.corneyandbarrow.com](http://www.corneyandbarrow.com) enter your username and password in the 'My Account Login' and access the Account / Communication Details' area to unsubscribe and / or change your preferences.

Email us directly at [unsubscribe@corneyandbarrow.com](mailto:unsubscribe@corneyandbarrow.com).

Phone us on + 44 (0)20 7265 2400

You can unsubscribe from email communications by clicking the unsubscribe link at the foot of the email or alternatively you can change your preferences by clicking the update marketing preference link.

Please note that by unsubscribing from email communication, you will not receive any further marketing emails from Corney & Barrow. By that, we mean all marketing emails including the ones from your designated sales representative if you have one.

### **Updates to this Statement**

The Company reserves the right to update this Notice and any other relevant policies or procedures at any time. Any substantial changes that we may make to this Notice in the future will be provided to you by post or email depending on your preferred method of contact and posted on this page. The Company may also notify you in other ways from time to time about the processing of your personal data.

### **Contact Us**

If you wish to contact our Data Protection Officer regarding personal data that has not been processed correctly or you would like to make a complaint, please do so by emailing us as [DPO@corneyandbarrow.com](mailto:DPO@corneyandbarrow.com) or by writing to:

Data Protection Officer  
Corney & Barrow Ltd  
1 Thomas More Street  
London E1W 1YZ

Alternatively you have the right to lodge a complaint with the Information Commissioner's Office either on their website at <https://ico.org.uk/concerns/> or by post to

Customer Contact  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow SK9 5AF