

Privacy Notice/Statement/Policy

According to the General Data Protection Regulation (GDPR), Rocket Merchandise Limited, trading as Rocket Charities & TCCC, is allowed to hold and store your personal data, since you or your company has a business account with us. For the reasons of legitimate interests these contact details are retained for business transactions and relevant marketing purposes only.

We currently hold and store your name, business address, business telephone number, and business mobile number, if applicable. However, we do not store any of your banking details on any of our databases. Once we've completed a transaction with you, your banking details are destroyed and disposed of safely and securely.

We take personal data integrity very seriously, and we will only use your details for business purposes. These purposes include:

- To continue to engage with you based on services and products we have previously provided
- To keep you informed and up-to-date about the latest products, marketing offers and promotions that are relevant to your industry or type of business account

We collect your personal data in the following ways:

- When you contact our sales team, we will take your details so that we can progress with your enquiry or product
- With your consent, when you complete an enquiry form on our website
- With your consent, when you engage in a live online conversation with us via our LiveChat application
- When you provide us with your details at shows, events, conferences and exhibitions
- When you provide information to us at in-person meetings
- When you provide information to us via email communications
- When you participate in online reviews and customer questionnaires

After we collect your information, your details are then uploaded into our industry standard CRM database and stored securely within our IT network, which can only be accessed by a member of our team. Our database access is fully password protected. Any database, email, back-up or archive storage is hosted using GDPR compliant services within GDPR compliant countries.

Your data is only used by Merchandise Limited, trading as Rocket Charities & TCCC, and we will never sell or give your personal data to a third party.

Though we hope you find our marketing valuable, you can unsubscribe from receiving our marketing communications at any time. We provide a clear option to unsubscribe on all of our marketing communications.

Data retention periods

Information relating to ordering customers, including the personal data of the customer is retained for 3 years beyond the last customer contact. This enables us to provide you with a swift response to future requests for products and services. Requests for re-orders can be processed speedily and economically by retaining previous order details, artworks and visuals.

Personal data gathered from those making enquiries, but not ordering is retained for 15 months beyond the initial enquiry. This enables us to resume work for you relating to the enquiry swiftly and economically. This data includes original quotes and any artworks or visuals created for you.

Personal data from enquiries will not however be used or shared for any purpose after the enquiry has been dealt with and will not be used for marketing.

Supplier Data

Our suppliers may provide us with their bank account details on invoices. This data is limited to the account name, account number and sort code. This data is retained on our secure on-line banking system, to ensure regular payments can be made in compliance with supplier's trading terms and Conditions. UK financial legislation requires us to retain information relating to payment transactions, including invoices and statement for a statutory period of 6 years.

Your rights

At any time, you are permitted to request that your data is corrected, returned to you or removed from our database, with a right to be forgotten. However in compliance with UK financial legislation, we are required to retain information relating to our payment transactions, such as invoices and statements for a statutory period of 6 years.

If you would like to request your data corrected, returned, or removed, please make a request in writing to the Data Protection Officer Andrew Greaves; Data Protection Officer Rocket Merchandise Limited, trading as Rocket Charities & TCCC , Unit 15 Spectrum House, 32-34 Gordon House Road, London NW5 1LP or via email to dataprotectionofficer@rocketproducts.co.uk

To report a suspected data breach, contact the Data protection Officer immediately via email to dataprotectionofficer@rocketproducts.co.uk.

We review our Privacy Notice, Privacy Policies and Procedures on a regular basis and these are independently audited as part of our ISO9001 Quality assessment process.

If you have any questions on the above points, please feel free to contact Andrew Greaves, our Data Protection Officer, either by phone at 0207 424 4054 or by email at dataprotectionofficer@rocketproducts.co.uk.