



## Privacy Policy

Your privacy is important to us. This privacy statement explains what personal data we collect from you and how we use it.

### ***Who we are***

Aroplus (UK) Limited ("Aroplus") is a company registered in England and Wales (company number 03407927) with a registered office at Unit 1 Willow Row, Longton, Stoke on Trent, ST3 2PU.

It is part of a group of companies of which the ultimate parent company is DP Group of Companies Limited ("DPGOC"). This privacy notice is issued on behalf of Aroplus so when we mention Aroplus, "we", "us" or "our" in this privacy notice we are referring to the relevant company in the DPGOC responsible for processing your data.

## **THE PERSONAL INFORMATION WE COLLECT AND USE**

### ***Information collected by us***

When you use our services, you'll share some information with us. We want to be upfront about the information we collect, how we use it, who we share it with and the choices we give you to control, access and updated your information.

If you are registered with us, or ordered items from us, we will have your email address, telephone number, postal address and the method you chose to make your purchase with.

### ***How we use your personal information***

We use your information in several different ways. The table below set this out in detail, showing what we do and why we do it.

<b>Category of personal data</b>	<b>Purpose for processing</b>	<b>Legal basis under GDPR</b>
Name and contact details	Deliver your purchase to you	Performance of a contract
	Send you service messages by email, such as order updates	Performance of a contract
	Send invoices and statements	Performance of a contract
	Send you emails relating to financial obligations	Performance of a contract
Payment information (we do not store this information)	Take payments and give refunds	Performance of a contract
Contact history with Aroplus over the phone or email	Provide customer service and support	Performance of a contract

### ***Who we share your personal information with***

We share your data with the following categories of companies as an essential part of being able to provide our services to you:

- Members of DPGOC, as sometimes different entities in our group are responsible for different activities
- Companies that get your order to you such as delivery companies
- Professional service providers, such as website hosts who help us run our business
- Credit reference agencies, law enforcement agencies in respect of financial issues

For a list of our third party suppliers, please click [here](#).

We will not share your personal information with any other third party.

### ***How long your personal information will be kept***

We will hold on to your information for as long as you have your account, or as long as is needed to be able to provide the services to you.

If reasonably necessary or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may also keep hold of some of your information as required, even after you have closed your account or it is no longer needed to provide the services to you.

## **JOB APPLICANTS, CURRENT AND FORMER AROPLUS EMPLOYEES**

All the information you provide will only be used for progressing your application, or to fulfil legal or regulatory requirements, if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the EEA. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

### ***How long your personal information will be kept***

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. Therefore, if you unsuccessfully apply for a role with us, we will delete or anonymise your personal information once we have communicated this to you.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

If we make you a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our employees, their right to work in the United Kingdom and seek assurances as to their trustworthiness, integrity and reliability.

We therefore use your information in several different ways. The table below sets this out in detail, showing what we do, and why we do it.

<b>Category of personal data</b>	<b>Purpose for processing</b>	<b>Legal basis under GDPR</b>
Name and contact details	Application process	Performance of a contract
	Contact applicants to progress application	Performance of a contract

Previous employment history, references, education history	Assess suitability for the role	Performance of a contract
Gender, ethnicity, religion and nationality	Equal opportunities monitoring	Legal obligation
Passport/visa details	Confirm identity and right to work in the UK	Legal obligation
Health and disability	To make any required adjustments	Consent
	Establish fitness to work	Legal obligation
	Provide health and safety, first aid assistance, emergency evacuation, hazard, risk assessment, accident monitoring	Vital interests
Annual leave and sick leave details	To ensure performance of contractual obligations	Performance of a contract
Performance details	Maintain staff records	Performance of a contract
Emergency contact details	In case of emergency to contact next of kin	Vital interests
Banking information	Payroll purposes	Performance of a contract
National insurance number and tax information	Ensure national insurance contributions and tax contributions are properly recorded	Performance of a contract
Pension details	Payroll purposes	Performance of a contract

## **CONTROL OVER YOUR INFORMATION**

Under the General Data Protection Regulation, you have several important rights available to you for free. In summary, those include rights to:

- be informed about how your personal information is being used (hopefully this privacy policy explains it all)
- access the personal information we hold about you

- request us to correct any mistakes in your information which we hold
- request the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured format
- object to processing of your personal data

For further information on each of these rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individual's rights under the General Data Protection Regulation](#).

If you would like to exercise any of these rights, please:

- email (brett.ciupek@dpumps.com), call (01782 332235) or write to us at Unit 1 Willow Row, Longton, Stoke on Trent, ST3 2PU;
- let us have enough information to identify you;
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know the information to which your request relates

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made many requests. In this case, we will notify you and keep you updated.

### ***Keeping your personal information secure***

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### ***How to complain***

We hope that we can resolve any query or concern you raise about our use of your information. If you are not happy with how Aroplus manages your personal data, you have the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/>.

### ***Changes to this privacy notice***

This privacy notice was published on 23 May 2018.

Any changes we make to this notice will be posted on this page.

***How to contact us***

If you wish to contact us please send an email to [brett.ciupek@dpumps.com](mailto:brett.ciupek@dpumps.com), call 01782 332235 or write to us at Unit 1 Willow Row, Longton, Stoke on Trent ST3 2PU.