



OPENGATE
DISTRIBUTIONS GROUP

Privacy Policy

JANUARY 2025

This Privacy Policy explains how OpenGate Distributions Group Ltd ("we", "our", or "us") collects, uses, and protects any personal information you provide. We are committed to ensuring that your privacy is protected in compliance with the UK GDPR and the Data Protection Act 2018.

1. What Information We Collect

We may collect the following information:

- Name, job title, and company details.
- Contact information including email address, phone number, and postal address.
- Demographic details such as postcode, preferences, and interests.
- Transactional information such as order history and payment details.
- Technical data including IP addresses and browser details.

2. How We Use Your Information

The information we collect is used to:

- Process orders and manage customer accounts.
- Improve our products, services, and customer experience.
- Communicate about new products, offers, and updates.
- Fulfill legal and regulatory obligations.
- Conduct market research to better understand our customers' needs.

3. Security Measures

We implement robust physical, electronic, and managerial procedures to safeguard your information. Only authorized personnel with specific data-processing roles are granted access to your information. If we use third-party processors located outside the UK, we ensure equivalent data protection standards through binding agreements.

4. Retention Period

We retain your personal information only as long as necessary to fulfill the purposes for which it was collected or to comply with legal, regulatory, or contractual requirements. Marketing data is retained for up to 7 years, while transactional records are maintained for accounting purposes for the same period.

5. Your Rights and Controlling Your Information

You have the right to:

- Access, update, or delete your personal data.
- Restrict or object to data processing.
- Request data portability to transfer your information to another provider.
- Withdraw consent where processing is based on consent.

To exercise these rights, contact us at:

Email: hello@opengate-distributions.co.uk

Phone: 08000 654 400

6. Updates to This Policy

This Privacy Policy is effective as of [insert effective date] and replaces all previous versions.

We reserve the right to update this policy from time to time. Please check our website regularly for updates.

For any concerns regarding this policy or data handling practices, contact us using the details provided above.