

# TETENAL

GERMANY • FRANCE • UNITED KINGDOM • POLAND

## BUSINESS AREA - ACCOUNTS

### ACQUISITION

Data is collated via the following methods;

- Customer account forms
- Direct Debit forms
- e-Mail
- Telephone call

### TYPE

Identifiable data captured can include the following;

- Individual contact name
- Individual contact Phone Number
- Individual contact e-mail address
- DD Information
- Bank details

For Sole Trader status this could also include;

- Business Name
- Business Address
- Business e-mail
- Business Phone Number

### STORAGE

Data is stored in the following places;

- Company SAP system with security systems in place
- Account Application Forms & DD Forms are stored in paper form in a secure environment

NB. Credit Card data may be captured for an individual transaction but is not stored  
Cheques are no longer copied prior to transfer to the bank.

### USE

We use the data we hold for the following purposes;

- To conduct business transactions
- Comply with requirements from HMRC

# TETENAL

GERMANY • FRANCE • UNITED KINGDOM • POLAND

## BUSINESS AREA – SALES & MARKETING

### ACQUISITION

Data is collated via the following methods;

- Customer account forms
- Business enquiries via telephone, website enquiry form, fax, face to face meeting, e-mail, DM

### TYPE

Identifiable data captured can include the following;

- Individual contact name
- Individual contact Phone Number
- Individual contact e-mail address

For Sole Trader status this could also include;

- Business Name
- Business Address
- Business e-mail
- Business Phone Number

For Sole Traders who are also members of our Kodak Express Network we would also capture the following;

- PayPal API account details

### STORAGE

Data is stored in the following places;

- Company SAP system
- Excel Data Bases in our secure Cloud Hosted system
- Secure Servers
- Web sites hosted on secure servers

### USE

We use the data we hold for the following purpose;

- To market relevant products and services to our active customers on a legitimate interest basis
- To inform them of product, price, and service changes
- Deal with administrative issues on websites which customers have registered

The data we hold may be used in the following ways for marketing purposes

- Phone calls
- e-Mails – all of which contain an unsubscribe option
- Direct Mail – this will be the initial method of approach to potential new business opportunities

# TETENAL

GERMANY • FRANCE • UNITED KINGDOM • POLAND

## BUSINESS AREA - CCTV

### ACQUISITION

Images are captured via 10 Security cameras across internal and external positions;

- Recordings contain images only, not audio.
- Recordings are captured 24 hours a day.

### JUSTIFICATION

Cameras are operated internally and externally for the purposes of crime prevention, public safety and monitoring the status of the collection and delivery of goods;

- External cameras monitor activity outside the building covering the North, South and West faces.
- Internal cameras monitor Reception and Warehouse
- Internal warehouse cameras are operated as warehouse doors are often open which presents the opportunity for unauthorised access to non-employees

### STORAGE

Data is stored on the premises in a secure environment;

- Footage is recorded to HDD
- At present footage is stored until storage is full
- Currently discussing setting a limit of 28 days

### USE

We use the data we hold for the following purpose;

- In evidence should there be a criminal breach of, or criminal damage to, the premises
- To resolve disputes involving carriers

### NOTICES

The use of Security Cameras, together with contact details, is communicated via internal and external signage in appropriate positions