

## **Privacy and Personal Data Policy**

This policy explains the types of personal data we (The One-Shot Corporation Limited) may collect about you when you interact with us. We collect and process data in accordance with the General Data Protection Regulation (GDPR) (EU) 2016/679.

Please be assured that we do not disclose data to any third parties unless disclosure is necessary for the fulfilment of a service; you have specifically given consent for a particular service; or we have a legitimate interest in disclosing data. Instances in which we do disclose data to third parties are outlined below.

The One-Shot Corporation Limited, manufacturers of ice cream and frozen yogurt pod dispensers. We are registered in England and Wales as a Limited Company under number 2425145 and our registered office is at 11 Wheler Road, Coventry, West Midlands, CV3 4LB.

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller.' This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

We have appointed a Data Protection Officer. Our Data Protection Officer is our Data Protection Point of Contact and is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data. Should you wish to contact our Data Protection Point of Contact you can do so using the contact details below:

If you have any questions regarding this notice or if you would like to speak to us about the manner in which we process your personal data, please email our Data Protection Officer: [gary.mcgill@one-shot.com](mailto:gary.mcgill@one-shot.com)

### **The legal bases for any processing personal data**

Under the General Data Protection Regulations we rely on the following legal bases for processing your data:

**Consent:** We will ask your consent for marketing to you via email or post. If you consent we can collect and process your data for this purpose.

**Contract:** We sometimes need to collect and process your personal data in order to fulfil a contract with you, for example an order. We will also collect and process your data on this basis if you've asked us to provide a quote.

**Legal:** We are obliged to process some personal data to comply with the law. If you place an order with us we must retain some personal data for at least six years to comply with the Sale of Goods Act 1982, Consumer Rights Act of 2015 and HMRC guidance.

Legitimate interests: We collect and process some personal data to pursue our legitimate interests in a way you would reasonably expect as part of running our business; for example, to analyse information on our customers in order to provide new products or services.

### **Examples of the personal data we collect**

Depending on your interaction with us, we may collect and process all or some of the following information:

- Name
- Address details
- Phone number
- Email address
- Age
- Gender
- Birthplace
- Marketing preferences
- Credit history
- Employment status
- Order history
- Copies of ID (Physical or Digital)
- Activity on our website – this is gathered by the use of cookies in your web browser. Learn more about our use of cookies.
- Computer IP address

### **Examples of how we share personal data**

Sometimes we need to share your personal data with trusted third parties. In these instances, your data will only be used for the exact purpose we specify, will be transferred and stored securely, and will be deleted or rendered anonymous if we stop working with that third party.

Examples of the third parties with whom we share data are:

- International and/or regional distributors to contact you with pricing.
- Delivery couriers and postal services
- Email marketing service providers
- Event ticketing services
- Marketing mailing houses
- Customer service management systems
- Companies who show you personalised content on our website and in emails
- Marketing companies who analyse our customer data
- Product-review companies

This list is not exhaustive and may change from time-to-time in line with our business processes. Please be assured that we will only ever share your information with trusted parties who adhere to GDPR and the correct standards of security.

## **The duration that we retain your data**

We will only keep your data for as long as it's needed. After that, we'll either delete it completely or render it anonymous (removing personal data but keeping information such as order amount for business analysis).

If you contact us for a quote and you don't consent to marketing, we'll keep your data for a year in case you wish to proceed with the quote.

If you order from us, we'll keep your data for six years in order to comply with legal obligations. You can request that some of this is removed sooner – see below.

After six years we will remove your data unless you have consented to our marketing.

## **Your rights over the personal data obtained**

You have the right to:

- Access your personal data, free of charge
- Have your personal data rectified if out of date or incorrect
- Have personal data erased, unless that would conflict with our legal obligations
- Withdraw consent for us to use personal data, if you have previously given consent
- Object to us processing your personal data and/or stop us using data for direct marketing

If you would like to exercise any of these rights, you should [contact us](#).

## **The procedure to prevent us using your data for direct marketing**

You can stop us marketing to you via post or email in the following ways:

- By clicking the 'unsubscribe' link at the bottom of any marketing email we send
- By [contacting us](#) and asking to opt out

Please note, you may continue to receive marketing from us for a short period after opting out. We will provide you with more detailed processing times should you make such a request.

## **Lodging a complaint with a supervisory authority**

If you are unhappy with our use of personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

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

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website - <https://ico.org.uk/concerns>

## **What are cookies?**

Cookies are minute text files stored on your computer when you visit certain web pages. At The One-Shot Corporation Limited, we use cookies to keep track of how our websites are navigated for quality purposes, and to remember you when you return to our site.

Most web browsers have default settings that allow cookies to be stored. However, under the “Managing Your Cookies” section below, we explain how to disable or enable cookies, should you wish to change your settings.

We use encrypted information gathered from the cookies to help improve your experience of the site. For example, they help us to identify and resolve errors, or determine relevant related products to show you when browsing our site.

If you'd like to learn more about cookies in general and how to manage them, visit [aboutcookies.org](http://aboutcookies.org)

Please note that we are not responsible for the content of external websites that are linked to from our website.

## **About the cookies we set**

To make full use of the online shopping and personalised features on this website, your computer, tablet or mobile phone will need to accept cookies, as we can only provide you with certain personalised features of this website by using them.

If you prefer to restrict, block or delete cookies from this website, you can use your browser to do so. See the Managing Your Cookies section for help.

## **Disabling adverts**

We would like to continue to display content that is relevant to you; however, you can choose to opt out of this type of advertising permanently <https://adssettings.google.com/authenticated> for Google.

Please note that if you also delete your cookies as well as choosing to opt out, we will no longer know that you've opted out, so the banners from Google may reappear when you visit other selected websites.

You may also wish to visit the [Your Online Choices](#) website to learn more about the cookies on your device set by other companies, and opt out of them if you wish.

## **Managing Your Cookies**

If cookies are not enabled on your computer you will be limited to browsing and we will not receive visitor information.

All recent versions of popular browsers give users a level of control over cookies. Users can set their browsers to accept or reject all, or certain cookies. Users can also set their browser to prompt them each time a cookie is offered. The instructions for changing your cookie settings are different for each type and version of browser.

### **To disable or change the settings of your cookies.**

If you are not sure of the type and version of browser you use to access the web:

- For PCs: click on 'Help' at the top of your browser window and select the 'About' option
- For Macs: with the browser window open, click on the Apple menu and select the 'About' option

Instructions on how to disable or change the settings of cookies on your type and version of browser are available here: <https://www.aboutcookies.org/how-to-control-cookies/>

Personalised advertising on other websites (i.e., Google)

This type of advertising is designed to show you products and ads based on what you have viewed on this website. These advertisements are presented to you by our partners when you visit other websites. The adverts may highlight alternative products as well as products deemed relevant to your browsing history. The technology behind these adverts is based on cookies.

## **Your privacy**

Please be assured that the data contained in the cookie used in these adverts is completely anonymous and does not contain any of your personal details.