



# InternationalPanelProducts

[Privacy Policy – Last reviewed May 2018](#)

[How we protect and use your information](#)

[Who we are](#)

At International Panel Products we do all we can to respect your right to privacy and the protection of your personal information. We are a member of International Plywood Group and this is a summary of what we, and other companies in the group, do with your information in order to run our business and provide our customers with products and services.

[The information we use and where we get it from](#)

We collect and process various types of personal information, including basic information such as name and contact details, and information about financial circumstances, accounts and transactions. Most of your information will have been provided by you, or created through your use of our products and services. We also collect information from the technology you use when dealing with us and from third party organisations (such as other companies within the group, credit reference agencies and public sources).

[Your rights](#)

You have a number of legal rights to control what we do with your information. You can ask us to tell you what information we have about you and get a copy of it; correct or update information that is wrong; stop using your information in certain circumstances; stop sending you marketing material; or send some of your data to someone else for them to use. Please note that in some cases, asking us to do this may mean that we are no longer able to provide you with products or services. For more information on how and when you can ask us to do this, or if you would like to complain to our Data Protection Officer, contact us at 01452 731493. We hope that we can resolve any complaints, but if we don't you can contact the Information Commissioner's Office (ICO).

[How we and other International Plywood companies use your information](#)

We and other International Plywood Group companies use your information mainly to provide you with products and services, to understand our customers' needs and improve the products and services we offer, and for the day-to-day running of our business. We also use it to comply with laws and regulations that apply to us and to protect our business, our customers and employees.

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## Sharing your information outside International Plywood

We keep your information confidential and will only share your information outside of the International Plywood Group for the purposes mentioned in our privacy notice. This may include sharing with third parties such as service providers, credit reference and fraud prevention agencies and law enforcement agencies or regulators.

## Transferring information overseas

All information we hold on you will be used and stored in the UK and we will make sure that any transfer to another country is legal and that your information is always kept safe.

## Marketing

Unless you have told us not to, from time to time we will send you marketing information relating to products and services that we think will be of interest and relevant to you. If you change your mind and no longer want to receive these communications you can tell us at any time by contacting us on 01452 731493. International Panel Products will not share your information with third parties for their own marketing purposes without your permission.

## Communications about your account

We use the contact details you have provided to us to send you information relevant to the operation and maintenance of your account, including email, text, digital banking, phone and post.

## Credit reference and fraud prevention agencies

When you apply for a product or service we may request information about you from credit reference agencies and we will explain the details and what that means for you when you apply. We use a system of credit scoring to assess your application and decisions may be taken based solely on automated checks of information from credit reference and fraud prevention agencies and internal International Panel Products records. We will continue to share information with credit reference agencies about how you manage your account, for example account balances and repayment history.

We use and share information because we have a duty to prevent fraud and money laundering, to manage our risk and protect our business and to comply with laws that apply to us (such as checking who you are and making sure our products are right for you). We also check and share information with fraud prevention agencies. If we identify or suspect fraud we will record this with fraud prevention agencies to prevent fraud and money laundering, and we may refuse to provide you with services. Credit reference and fraud prevention agencies use and share your information with other organisations because they have to prevent fraud and money laundering, to protect their business and to comply with laws. For further information about credit reference agencies and how they use personal information, please visit: Experian ([www.experian.co.uk/crain](http://www.experian.co.uk/crain)), Equifax ([www.equifax.co.uk/crain](http://www.equifax.co.uk/crain)) and Callcredit ([www.callcredit.co.uk/crain](http://www.callcredit.co.uk/crain)).

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## How long we keep your information

We don't keep your information for longer than we need to, which is usually up to six years after your relationship with us ends, unless we are required to keep it longer (for example due to a court order or investigation by law enforcement agencies or regulators).

## Security

We are committed to ensuring that your information is secure with us and with third parties who act on our behalf. We use many tools to make sure that your information remains confidential and accurate.

## Changes to this Privacy Policy

We may update this privacy policy from time to time. If we make significant changes we will let you know, but please regularly check this policy to ensure you are aware of the most up-to-date version.

## Complaints or Queries

If you wish to complain about this privacy notice or any of the procedures set out in it please ring: 01452 731493. You also have the right to raise concerns with the Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, or any other relevant supervisory authority should your personal data be processed outside of the UK, if you believe that your data protection rights have not been adhered to.

### **International Panel Products**

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