

Our Company Privacy Policy

'Nella Cutlery Services' are part of 'Nella Cutlery South Ltd'. From now onwards, 'Nella Cutlery South Ltd' shall be denoted as 'Nella'. This privacy policy will explain how our company uses the personal data we collect from you when you use our website.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
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- What types of cookies do we use?
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What data do we collect?

Our Company collects the following data:

- Business identification information (Name, email address, phone number, etc.)
- Personal identification information (Name, email address, phone number, etc.) for individuals associated with, and/or working on behalf of the business.

How do we collect your data?

You directly provide Nella with most of the data we collect. We collect data and process data when you:

- Enroll your business in any of our services in person, online, via email or telephone.
- Register an account online or place an order for any of our products or services.
- Voluntarily complete a quotation request, customer survey or provide feedback on any of our message boards, via email or any online marketing/advertising campaign.
- Use or view our website via your browser's cookies.

Our Company may also receive your data indirectly from the following sources:

- Google
- Caterlyst Limited
- LinkedIn

How will we use your data?

Nella collects your data so that we can:

- Manage your account.
- Process your services and orders.
- Contact you about other products and services we think you might like.

Nella may share your data with our partner companies to fulfill any third party orders or services. We will not share your data with any partners or third parties that may offer you their products and services directly.

When Nella processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Nella securely stores your data electronically at Murray House, Murray Road, Orpington, Kent, BR5 3QY.

Marketing

Nella would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Nella from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, contact the Marketing Department.

What are your data protection rights?

Nella would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Nella for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that Nella correct any information you believe is inaccurate. You also have the right to request Nella to complete the information you believe is incomplete.

The right to erasure - You have the right to request that Nella erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Nella restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Nella's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Nella transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: 020 8297 9395

Or write to us: Marketing Department, Nella Cutlery South Ltd, Murray House, Murray Road, Orpington, Kent, BR5 3QY

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Nella uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Analytics

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** - Nella uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and the location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Nella website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Nella keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 14 October 2019.

How to contact us

If you have any questions about Nella's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: privacypolicy@nellacut.com

Call us: 020 8297 9395

Or write to us at: Marketing Department, Nella Cutlery South Ltd, Murray House, Murray Road, Orpington, Kent, BR5 3QY

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Nella has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office. <https://ico.org.uk>