

GDPR Data Processing And Handling Policy - Swissluggage.com Ltd

1. Document Purpose

The Purpose of this document is to detail the data handling and protection policy for Swissluggage.com Ltd and to ensure the organisation adheres to the requirements of the General Data Protection Regulations.

2. Organisation Activity

Swissluggage.com Ltd are retailers of luggage and travel gear, predominately via the internet, both directly and via 3rd party websites but also via telephone sales for individuals or organisations who prefer to deal directly with a sales agent

3. GDPR Role Definition

Under the GDPR role definitions, Swissluggage.com Ltd are designated as **Data Processors**. We use data provided by customers to fulfil orders for luggage and travel gear.

4. GDPR Lawful Basis For Processing Data

Swissluggage.com Ltd process personal data in order to fulfil the **contract** between the organisation and its customers.

5. Storage of Data Personal Data

We hold personal data in two locations;

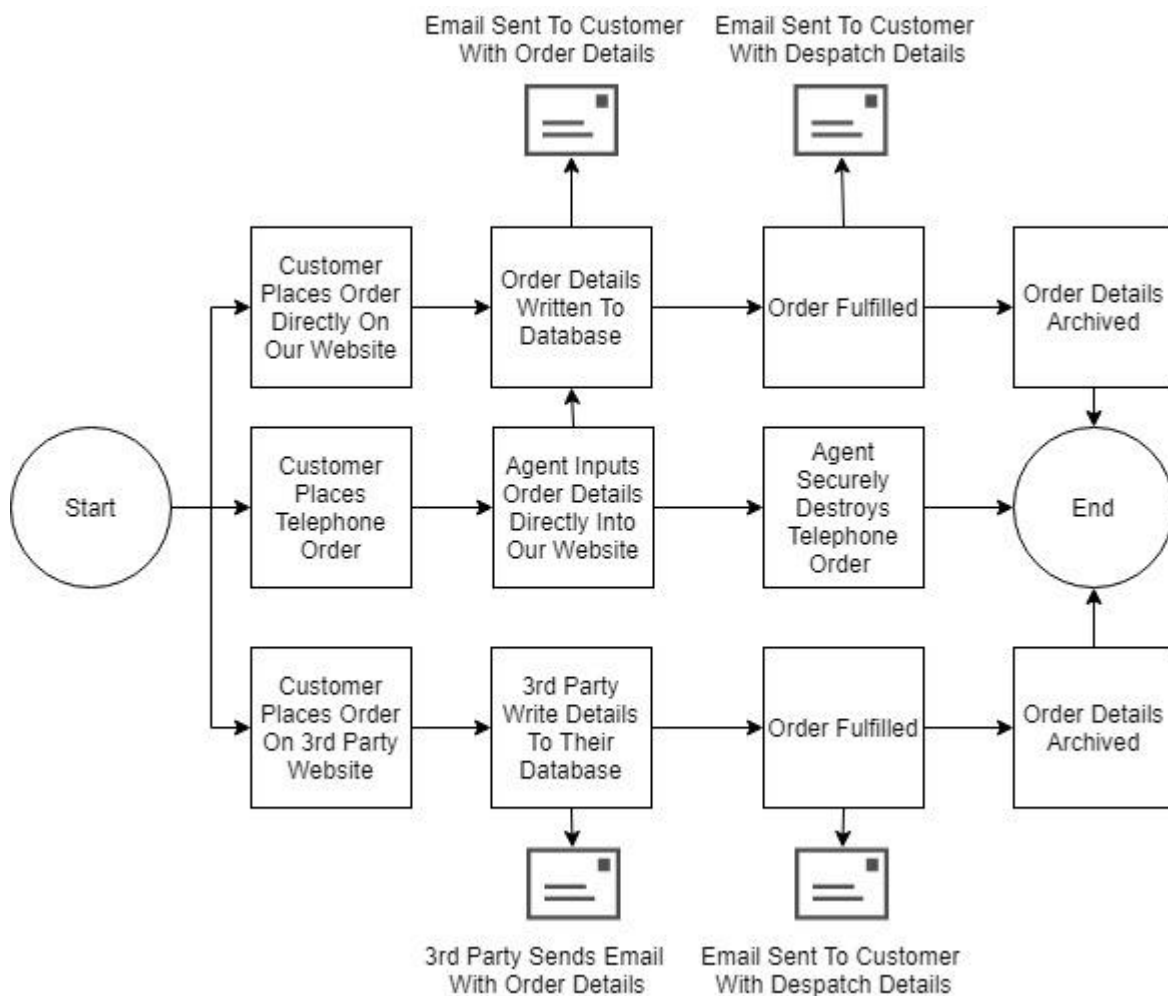
- The order confirmation email and order fulfilment email are held within our secure email system
- Details of the order including personal customer details are stored within our website database

6. Data Collected and Processed

Swissluggage.com Ltd collect and process the following **personal** data;

- Customer Name
- Customer Address
- Customer Email Address
- Customer Telephone Number
- Credit card details (telephone orders only)

7. Data Processing Flowchart



8. Access to Customer Data

Access to personal data is only provided for purposes of fulfilling the contract between the organisation and its customers. All fulfilment activity is undertaken from the Order Confirmation Email or website administration application, no access is provided directly to the website database. Access to these systems is via secure login.

9. Deletion of Customer Data

If customers require, we will delete their data from both our customer database and email record. Customers should contact us at sales@swissluggage.com and we will carry out and confirm the request.

10. Customer Access To Their Specific Data

If customers require a copy of their personal data, customers should contact us at sales@swissluggage.com and we will carry out and confirm the request.

