

**Product enquiry-related personal data**

	<b>Data collected by the organisation</b>	<b>Source of data</b>	<b>Why data is processed</b>	<b>Legal basis of processing</b>	<b>Where data is stored</b>	<b>Retention period</b>	<b>Deletion/destruction arrangements</b>	<b>Recipients of data</b>
Contact information	Enquirer's: name address telephone number email address	Enquirer	To respond to enquiry	Article 6 (1) (f) - The personal data will be kept confidential with access limited to the customer services team. It will not be used for any purpose other than that listed under 'Why data is processed'. On balance, the organisation's legitimate interests are not overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data	In individual files (in hard copy or electronic format, or both).	3 months from end of month in which enquiry is received	Data will be deleted from live electronic systems and hard copies shredded at the end of the retention period.  Backup emails will be retained for 12 years before deletion and backups of all other electronic information will be destroyed after 30 days	None