

Privacy & Cookie Policy

B. G. Penny & Co Limited (“B.G. Penny”) is committed to processing personal information about its customers in ways that comply with its legal and regulatory obligations, including under any Data Protection Act currently in force and the EU General Data Protection Regulations (GDPR) and to being clear with customers about what it does with their personal information. We do not capture or store any personal information about individuals who access this website, except where you voluntarily choose to give us your personal details.

The information we collect and how we use it

We may collect personal information which we receive when:

- you use our website
- you use our services or products or
- you contact us

This may include information which you provide when you:

- contract with us
- contact us directly in writing or by phone

We may collect the following types of information:

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service, and details of our services that you have used
- your company’s name, your position in the company, the company’s address, company’s email address and telephone number
- your payment information such as credit or debit card details
- details of any enquiry or complaint you make
- information about the mail or parcels sent to you via our services
- your information when signing for receipt of a parcel or letter

How do we use the information we collect about you

We may use the personal information provided by you:

- to process your order or manage your account (if applicable)
- to contact you for your views on our services
- to notify you about important changes or developments to our site or services
- for record keeping purposes
- to keep you informed about our products and services that we offer
- for market research purposes, on an anonymous basis to track activity on our site, to publish trends and/ or to improve usefulness and content

Your personal information will be provided by B.G. Penny to selected third parties:

- when customers have indicated they wish to receive information about products, services or promotions that may be of interest to them
- where services are provided together with a business partner and it is necessary to disclose the information to them in order to provide the services
- for the prevention of fraud against SPPC, third parties and customers
- for the purposes of identity verification
- to prevent money laundering
- to other third parties (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect our or another person's rights, property, or safety including the exchange of information to protect against fraud and to reduce payment risks and in connection with the prevention and detection of crime.

Updating your details

If any of the information that you have provided to B.G. Penny changes, for example if you change your e-mail address, name or payment details, please let us know the correct details by sending an e-mail to info@bgpenny.com or by sending a letter to Malcolm Penny at B.G. Penny & Co Limited, Unit C, Three Spires Industrial Estate, Ibstock Road, Longford, Coventry, CV6 6JR.

Keeping you informed

If you have bought or enquired about our services previously, we may also use the information we collect to let you know about our other services which may be of interest to you.

Disclosure of your information

Your information may be used by B.G. Penny only. We will never pass your personal data to anyone else, except any successors in title to our business and suppliers that process data on our behalf both in the UK and abroad unless we have your consent.

Data Protection Notice

B.G. Penny fully supports the requirements of the Data Protection Act 1998 (DPA) and is committed to the protection of personal data belonging to our suppliers, customers and colleagues. Any personal information collected by B.G. Penny will be used in accordance with the DPA. We are aware of our obligations under the General Data Protection Regulations (GDPR) and have adopted a proactive approach to the implementation of the new legislation in the United Kingdom. This includes reviewing existing policies and where appropriate developing and implementing new policies and procedures to ensure personal data is collected, stored and disposed of in a manner compliant with the requirements of the GDPR and any subsequent legislation from time to time in force.

We have taken appropriate measures to keep users' personal information secure. We are committed to keeping customers' personal information secure to protect it from being inappropriately or accidentally accessed, used, shared or destroyed, and against it being lost. Internally, we restrict access to personal information. Only employees who need the information in order to do their jobs have access to it. We never transfer your data outside of the UK.

B.G. Penny only retain customers' personal information for as long as we need it to carry out a particular purpose or meet a particular obligation and we collate only the information absolutely necessary to minimise the amount of data held. You have a right to know about the personal information we hold about you. You also have a right to have your data corrected or deleted and we can provide you with a copy of your personal data that we hold, free of charge, in an electronic format. Requests must be made in writing to B.G. Penny & Co Limited, Unit C, Three Spires Industrial Estate, Istock Road, Longford, Coventry, CV6 6JR and proof of identification is required in order to protect your information. We also require sufficient details to be able to locate your information. For example, dates and details of the services that you have used.

Cookie Policy

Cookies are small files that a website places on your hard disk to enable additional features of the website to work. Use of cookies is an industry standard and many websites use them and most internet browsers automatically accept cookies

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.