



## Data Privacy Notice (End customer information)

### Who we are

Founded in 1989, Panther Warehousing Ltd has grown to become a leading provider in the two-man delivery marketplace, with an unrivalled reputation which has helped cement its position as the preferred delivery partner for some of the UK's largest best-known retailers

### Contact details of the company

Panther Warehousing Ltd,  
Lodge Farm Industrial Estate,  
Northampton,  
Northamptonshire.  
NN5 7US

### Contact details of Data Protection Officer

If you have any questions or concerns regarding the information we hold on you, the use of your information or would like to discuss further, please contact;

Sarah Dommett  
Data Protection Officer  
[dpo@panthergroup.co.uk](mailto:dpo@panthergroup.co.uk)

### Why we collect information (purpose of processing)

The processing of data and this privacy notice relates to all end customer and client information processed within the Panther Warehousing Ltd.

Purpose	Legal Basis	Processing Special Categories of personal data
Deliveries to customers who have purchased items from our client's business	6.1.b - processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract	Not applicable – no special category information processed
Fulfilment of client reporting requirements for monitoring of SLAs in place	6.1.b - processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract	Not applicable – no special category information processed



Customer Experience Survey sent to a selection of customers to help Panther improve our service	6.1.f - the processing is necessary for your legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. *	Not applicable – no special category information processed
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\*you can request a copy of the Legitimate Interests Assessment from the DPO via email.

## How we collect information

We process information received from our clients or suppliers about customers to enable Panther to deliver items purchased from the clients to a delivery address. Panther can also receive the delivery information via the manufacturer of an item rather than the supplier to enable delivery of the purchased item.

These records may include:

- ! Basic delivery details, such as name, delivery address and contact number.
- ! Contact we have had with the customer, i.e. confirmation of delivery made.
- ! Reporting on management information.
- ! Complaint records.

## Recipients of personal data

Sometimes we may need to share personal data of end customers to the company the end customer made the purchase from. This is to allow for the effective handling of complaints and queries received from the end customer.

## Details of transfers to third countries

Panther do not transfer personal information outside of the EEA. If these changes, affected data subjects will be notified and measures to protect the security of such data will be explained.

Panther may receive customer details, as listed above, from clients outside of the EEA, where customers based in the UK have purchased items from clients based in third countries.

## Retention period of your data

You can request a copy of Panther's Document Management & Retention policy from [dpo@panthergroup.co.uk](mailto:dpo@panthergroup.co.uk) or download a version from our website.

## Your rights

Rights given under Data Protection	How to exercise your rights
The right to be informed	Read this Privacy policy about how we use your information/your customer's information
The right of access	Contact our Data Protection Officer via <a href="mailto:dpo@panthergroup.co.uk">dpo@panthergroup.co.uk</a> and we shall respond to you within 30 calendar days of receipt of proper identification.



The right to rectification	Contact our Data Protection Officer as above with any inaccuracies or queries
The right of erasure	You have the right to request that we erase your personal data or the personal data of your customer, where we were not entitled under the law to process it at that time, or the personal data is no longer necessary for the purpose it was collected. Contact <a href="mailto:dpo@panthergroup.co.uk">dpo@panthergroup.co.uk</a> with your request
The right to restrict processing	Contact our Data Protection Officer as above with the request
The right to object	You can unsubscribe from our Customer Experience Surveys at any time by using the unsubscribe link on the invitation email or contact our Data Protection Officer as above with the request.

### Your right to complain

We try to meet the highest standards when collecting and using personal information. We encourage people to bring concerns to our attention and we take any complaints we receive very seriously.

You can submit a complaint at any time by contacting;

Sarah Dommett  
Data Protection Officer  
[dpo@panthergroup.co.uk](mailto:dpo@panthergroup.co.uk)

You always have the right to complain to our supervisory authority. We are based in the UK and our Supervisory Authority is the UK Information Commissioners Office, and more information can be found here:

- <https://ico.org.uk/concerns>

or you can write to the ICO by using the address below;

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF