



PRIVACY POLICY & PROCEDURE

Department Owner	Executive Team
Board Sponsor	
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Privacy Policy of CHH Conex

Last updated: November 2025.

We are CHH Conex. This privacy policy outlines how we collect, use, and protect your personal information when you use our services.

You can contact us at dpo@chhconex.com

1. Introduction

This Privacy Policy describes how we collect, use, store, and protect your personal data when you access our website or mobile application ("Services"). We are committed to safeguarding your privacy and ensuring compliance with the General Data Protection Regulation (EU) 2016/679 ("GDPR"), the UK GDPR, and other applicable data protection laws.

2. Contact Information

CHH Conex

4 Holford Way, Birmingham, West Midlands, B6 7AX

3. Categories of Personal Data Collected

- **User Information:** name, email address, phone number, postcode, login credentials
- **Transaction Data:** billing and shipping details, payment information
- **Technical Data:** IP address, device identifiers, operating system, browser type, app usage logs
- **Usage Data:** pages visited, features used, interactions with our Services
- **Location Data:** if you enable location services in the app

4. Legal Basis for Processing

- **Contractual necessity**
- **Legal obligation**
- **Legitimate interests**
- **Consent** (e.g., marketing, push notifications, location services)

Methods of processing

Data is processed in accordance with the agreed purpose unless otherwise authorised.

We take appropriate security measures to prevent unauthorised access, disclosure, modification, or destruction of the data.

The data processing is carried out using computers and/or IT enabled tools, following organisational procedures and modes strictly related to the purposes indicated.

All personnel who have access to and/or process personal data are obliged to keep the data confidential.

The data may be accessible to external parties appointed, if necessary, as data processors by us.

The updated list of these parties may be requested from us at any time by contacting us at the contact details provided in this document.

5. Purpose of Processing

- Account registration and authentication
- Service provision, order fulfilment and customer support
- Service improvement, analytics, and personalization
- Marketing communications (where consent is given)
- Compliance with legal and regulatory requirements

6. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enable functionality, analyse usage, and personalise content. You can manage cookie preferences through your browser or device settings.

7. Mobile App Permissions

When you use our mobile application, we may request access to certain device features. These permissions are optional and require your explicit consent. They include:

- **Camera and Photos:** to allow you to upload images or scan barcodes or QR codes.
- **Microphone:** to enable voice commands or audio features.
- **Location Services:** to provide location-based functionality (e.g., delivery tracking).
- **Notifications:** to send alerts, updates, or promotional messages.

You can manage or revoke these permissions at any time through your device settings. Denying permissions may limit certain app functionalities and in certain cases could affect core services (e.g. barcode scanning for asset tracking).

8. Data Sharing and Transfers

The data is processed at our operating offices and in any other places where the parties involved in the processing are located.

We may share data with trusted third-party providers (e.g. payment processors, hosting providers, analytics tools) and regulatory authorities where legally required.

Data will not be transferred outside the EEA without prior written consent and the assurance of adequate protections and appropriate safeguards in accordance with applicable data protection laws.

9. Data Retention

Unless specified otherwise in this document, personal data shall be processed and stored for as long as required by the purpose they have been collected for and may be retained for longer due to applicable legal obligation or based on your consent.

We retain personal data only as long as necessary for the purposes outlined above or as required by law. After this period, data will be securely deleted or anonymised.

10. Your Rights Under GDPR

You have rights of access, rectification, erasure, restriction, portability, objection, and withdrawal of consent. Contact us at **dpo@chhconex.com** to exercise these rights.

11. Security Measures

We implement encryption, secure servers, and restricted access protocols to protect your personal data.

12. Children's Privacy

Our Services are not directed to children under 16. We do not knowingly collect personal data from minors.

13. Changes to this Policy

We may update this Privacy Policy from time to time. Updates will be posted on our website with the "Last Updated" date revised accordingly.

14. Contact Information

Data Protection Officer (DPO)
Kelvin Humphreys
Kelvin.Humphreys@chhconex.com
0121 344 4229