Privacy Policy

QP 125 – Jaybee Supplies Limited

Document Ref	QP 125
Title	Privacy Policy
Version	1.0
Prepared By	Jaybee Supplies Ltd
Approved By	Managing Director
Issue Date	21 October 2026
Review	Annually

Data Controller Details

Detail	Information
Data controller	Jaybee Supplies Limited
Company number	07937734
ICO registration	ZB058798
VAT number	131027663
Registered office & trading address	Unit 9, Victoria Mill, Boot Street, Earby, Barnoldswick, BB18 6UX
Email	sales@jaybeesupplies.co.uk
Telephone	01282 50 50 43

1. Who we are

Jaybee Supplies Limited ("Jaybee", "we", "us") supplies PPE, workwear and uniform to businesses, schools, sports clubs and charities, with in-house embroidery, branding and fulfilment at our premises in Earby. We are the **data controller** for the personal information described in this policy, except where Section 4 explains that we act on behalf of your employer.

We are registered with the Information Commissioner's Office (ICO) under number **ZB058798**. If you have any question about this policy or your information, contact us using the details at the end of this policy.

2. The information we collect

Type	Examples	Where it comes from
Contact & account details	Name, job title, company, email, phone, login details for our website or ordering portal	You, or your employer when they set up your portal account

Type	Examples	Where it comes from
Order, delivery & billing	Items ordered, sizes, branding, delivery and invoice addresses, order history, purchase order numbers	You or your organisation
Payment information	Card payments are handled by our payment provider; we do not store full card details. Bank details for account customers and suppliers	You, our payment provider, our bank
Wearer & workplace records	Names, roles, sites, cost centres, garment and boot sizes, PPE issue and replacement records	Your employer, through our ordering portal or order lists
Fitting & testing records	Boot fitting notes, face-fit test results, and prescription details for prescription safety eyewear	You, during a fitting or test we carry out
School uniform orders	Pupil names or initials where a garment is personalised, school and year group	Parents, carers or the school
Communications	Emails, phone calls, messages, meeting notes, feedback and complaints	You
Marketing preferences	Whether you have opted in or out, and which emails you open or click	You, our email and CRM system
Website & device data	IP address, browser, device type, pages viewed, how you arrived at the site	Cookies and similar technology (Section 12)
Job applicants	CV, application details, interview notes, references, right-to-work checks	You, referees, recruitment partners

3. Why we use it and our lawful basis

Purpose	Lawful basis (UK GDPR Article 6)
Processing, branding, despatching and delivering orders; managing your account and returns	**Contract**, or our **legitimate interests** in serving business customers
Invoicing, payments, credit control and keeping financial records	**Contract** and **legal obligation** (tax and company law)
Running customer ordering portals and keeping PPE issue records	**Contract** with your employer (see Section 4)
Boot fitting, face-fit testing and supplying the right size and specification	**Contract** and **legitimate interests**; prescription details with your **explicit consent**
Answering enquiries, quotes, tenders and customer service	**Legitimate interests**, or steps before entering a **contract**
Business-to-business marketing to company contacts	**Legitimate interests** (you can opt out at any time)

Purpose	Lawful basis (UK GDPR Article 6)
Marketing emails to individual consumers and parents	**Consent**, or the "soft opt-in" for existing customers
Website analytics and non-essential cookies	**Consent**
Quality management (ISO 9001), traceability, fraud prevention, IT security and improving our service	**Legitimate interests**
Recruitment	Steps before entering a **contract**; **legal obligation** for right-to-work checks
Complying with the law, regulators, HMRC, courts and the police	**Legal obligation**

Where we rely on legitimate interests, we have balanced our interests against yours and you can object at any time (Section 13). Face-fit test results and prescription details may be **health information**. We only collect what is needed to supply the right product, keep it secure, and share it only with the person or organisation the test or order is for.

4. When we act on behalf of your employer

If your employer uses a Jaybee ordering portal, or sends us lists of staff to supply, **your employer is the data controller** for that information and Jaybee is its **data processor**. We use it only to supply, brand and despatch your garments and PPE, keep issue records and report to your employer, under a written data processing agreement. Questions about why your employer holds that information, or requests to access it, should go to your employer first. We will help them respond.

5. Children's information

Our website is not designed for children and we do not knowingly allow anyone under 13 to create an account. For school uniform, we may receive a pupil's name or initials from a parent, carer or school where a garment is personalised. We use it only to make and despatch that order, and do not use it for marketing.

6. Marketing

We send business contacts occasional updates on products, compliance and services that are relevant to their role. We send marketing emails to individuals only where they have agreed, or where they have bought from us before and did not opt out. **Every marketing email has an unsubscribe link**, and you can also contact us at any time. We never sell personal information or share it with other organisations for their own marketing.

7. Who we share it with

We share personal information only where needed for the purposes in Section 3, and only with organisations that must protect it.

Recipient	Why
IT, email and cloud providers	Hosting our systems, email and files (for example Microsoft 365), and IT support
Website and ordering portal platform	Hosting our website, online shop and customer portals
CRM and email marketing system	Managing customer relationships, enquiries and marketing preferences
Accounting software, bank and payment providers	Invoicing, payments and financial records (for example Xero and Barclays)
Couriers and delivery partners	Delivering your order: name, address, phone number and delivery notes only
Manufacturers and specialist partners	Only where a product needs it, such as made-to-measure items or prescription safety eyewear
Secure disposal partner	Secure destruction of returned branded uniform and PPE, which may carry names
Your employer or school	Where we act on their behalf (Section 4), e.g. issue and fitting records
Professional advisers and insurers	Accountants, lawyers, auditors (including ISO 9001 certification audits) and our insurers
Authorities	HMRC, regulators, courts or the police, where the law requires it
A buyer of our business	If the business or its assets are sold or restructured, under the same protections

8. International transfers

Most of our information is held in the UK. Some service providers, such as cloud software suppliers, may store or access it outside the UK. Where that happens we make sure it is protected, using UK adequacy regulations or the ICO's International Data Transfer Agreement or Addendum.

9. How long we keep it

Information	How long
Orders, invoices and financial records	6 years after the end of the financial year they relate to
Customer account and contact details	While you are an active customer, then 3 years after your last order
Portal, wearer and PPE issue records (as processor)	As set out in the agreement with your employer, then returned or deleted
Face-fit test and fitting records	Passed to your employer, who decides how long they are kept; our copies are deleted once the agreed period ends
Prescription details	Only until your eyewear order is complete and any warranty period has ended

Information	How long
Marketing preferences	Until you unsubscribe; we keep a record that you opted out so we don't contact you again
Job applications (unsuccessful)	6 months after the role is filled
Website analytics	Up to 14 months

After these periods we delete information securely or anonymise it.

10. Keeping it secure

We use password-protected, access-controlled systems, give staff access only to the information they need, train our team on data protection, and require our suppliers to protect information to the same standard. Our quality management system is certified to ISO 9001:2015, and we are working towards Cyber Essentials certification.

11. Automated decisions

We do not make decisions about you using solely automated processing that have legal or similarly significant effects.

12. Cookies

Cookies are small files placed on your device. Essential cookies are needed for the site to work. We only set analytics and marketing cookies **if you agree**, and you can change your choice at any time through the cookie settings on our website or your browser.

Type	Cookies	What they do
Essential	login_token, _pc_session_id, c_rt_ppr, set_sa	Keep you logged in, remember your basket and session, and keep the site secure. These cannot be switched off.
Analytics	_ga, _ga_<ID> (Google Analytics)	Tell us how visitors use the site so we can improve it. Set only with consent; last up to 2 years.
Marketing	Set only with consent	Measure our advertising and show relevant content.

Schools, clubs and organisations with their own storefront on our platform may add their own content or links; their own websites have their own privacy policies.

13. Your rights

- **Access**: get a copy of your information
- **Rectification**: have inaccurate information corrected
- **Erasure**: have information deleted in some circumstances
- **Restriction**: limit how we use it

- **Objection**: object to processing based on legitimate interests, and to direct marketing at any time
- **Portability**: receive information you gave us in a reusable format
- **Withdraw consent** at any time, where we rely on consent

To use any of these rights, contact us using the details below. There is normally no charge and we will reply within one month. We may ask you to confirm your identity first. If we act for your employer (Section 4), we will pass your request to them.

14. Complaints

If you are unhappy with how we have handled your information, please tell us first so we can put it right. You also have the right to complain to the Information Commissioner's Office: ico.org.uk/make-a-complaint · 0303 123 1113 · Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

15. Changes to this policy

We review this policy at least once a year. When we make significant changes we will update the date below and, where appropriate, tell you by email or through your account.

16. Contact Us About Your Data

Data protection contact: Jacqui Pope, Managing Director

Email: sales@jaybeesupplies.co.uk (subject “Data protection”)

Telephone: 01282 50 50 43

Post: Data Protection, Jaybee Supplies Limited, Unit 9, Victoria Mill, Boot Street, Earby, Barnoldswick, BB18 6UX

ICO registration: ZB058798 · **Company no.** 07937734

Authorisation

Signed	Jacqui Pope
Name	Jacqui Pope
Position	Managing Director
Date	21 October 2026