

## **Customer & Trade Account Privacy Notice**

**Last Updated: 16 June 2026**

This Privacy Notice explains how Lords Group companies process personal data relating to customers and trade account holders.

### **Who Processes Your Data**

When you purchase goods, request quotations, place orders or open a trade account with a Lords Group company, the relevant Lords Group company you deal with will normally act as the data controller responsible for your personal data. Further information about the companies within the Lords Group is available in the Lords Group Privacy Notice.

### **Personal Data We May Process**

We may process the following types of personal data:

- name and job title
- business contact details (email, telephone number, address)
- delivery and billing addresses
- payment and transaction details
- account history and purchase records
- communications with us

We collect this data when you:

- open a trade account
- place an order
- contact us regarding products or services

We may also receive personal data from your employer or organisation where you act as a contact for a business customer, or from third-party service providers where necessary to provide our services.

### **How We Use Personal Data**

We process personal data in order to:

- supply goods and services
- manage customer accounts
- process payments and invoices
- provide customer support
- manage deliveries
- comply with legal and regulatory obligations
- preventing and detecting fraud
- establishing, exercising or defending legal claims
- investigating complaints and disputes
- sending service communications relating to your account;
- sending marketing communications where permitted by law or where you have consented.

The lawful bases for processing include contractual necessity, legal obligations and legitimate business interests.

## **Data Sharing**

Personal data may be shared with trusted third parties including:

- payment providers
- logistics and delivery providers
- IT and system providers
- professional advisers

All third parties are required to process personal data securely and in accordance with data protection law.

Where you apply for trade credit or account facilities, additional information about how credit reference checks are carried out is available in our Credit Reference & Affordability Checks Privacy Notice.

Personal data may also be disclosed where required by law, regulation or legal process, including to regulatory authorities or law enforcement agencies.

## **Protecting Personal Data**

We maintain appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse, alteration or disclosure. Access to personal data is restricted to those who require it for legitimate business purposes.

## **Delivery and Logistics Providers**

Where goods are delivered to customers, relevant personal data such as name, delivery address and contact telephone number may be shared with delivery partners, transport providers or logistics companies for the purpose of arranging and completing deliveries.

This information is shared only where necessary to fulfil customer orders and provide delivery updates.

## **Sharing Information Within the Lords Group**

Where appropriate for the administration of customer accounts, delivery of goods and services, credit risk management or fraud prevention, personal data may be shared between companies within the Lords Group.

This may occur, for example, where a customer trades with more than one Lords Group company, where credit facilities are managed centrally, or where group systems are used to administer customer accounts.

All Lords Group companies process personal data in accordance with applicable data protection laws and appropriate security safeguards.

## **International Transfers**

Some of our service providers may process personal data outside the United Kingdom. Where this occurs, appropriate safeguards are implemented to ensure personal data remains protected in accordance with UK data protection law.

## **Data Retention**

We retain personal data in accordance with the Company's Records Retention and Disposal Policy and applicable legal, contractual and regulatory requirements.

### **Your Rights**

Individuals have rights under UK data protection law including the right to request access to personal data, request correction of inaccurate data and object to certain types of processing.

If you believe your personal information has been compromised, used unlawfully or disclosed in error, please contact the Data Protection Officer as soon as possible.

If you have concerns about how your personal data has been handled, you may contact the Data Protection Officer at [DPO@lordsgrouptrading.co.uk](mailto:DPO@lordsgrouptrading.co.uk) or submit a complaint using our online [Data Protection Complaint Submission Form](#).

We will investigate concerns fairly and in accordance with applicable data protection legislation.

Further information about your rights and how Lords Group processes personal data is available in the Lords Group Privacy Notice.

### **Updates to This Notice**

We may update this Privacy Notice from time to time to reflect changes in legal requirements or business practices. The latest version will always be available on our website.