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## PDI Europe Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

### Email

enquiries@pdi.co.uk

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

* Names and contact details (including email)
* Addresses

We collect or use the following information for **the operation of customer accounts and guarantees**:

* Names and contact details
* Addresses

## Lawful bases and data protection rights

### Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
* Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
* Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

## Where we get personal information from

* Directly from you
* Suppliers and service providers

## How long we keep information

We will keep your data for 6 years unless we receive a request from you to delete.

## Who we share information with

### We share your data with a limited number of data processors strictly for the purposes of enabling product provision including:

**UK based providers of eBook reader services**

This data processor does the following activities for us: They provide an eBook reader which uses email addresses for identification

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

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

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated

4 October 2024