

HH Associates Limited (“**HH Associates**”) is part of the HH Global Group. This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

The Data Controller is the NHS Blood and Transplant department for the Crown Commercial Service (“**NHSBT**”) while HH Associates acts as the Data Processor acting only on the documented instructions of NHSBT.

Should you wish to contact NHS Blood and Transplant regarding this policy please email [leaflets@nhsbt.nhs.uk](mailto:leaflets@nhsbt.nhs.uk)

### **What do we collect?**

HH Associates collects the following data:

- Name;
- Delivery address;
- Telephone number and
- Email address.

### **How do we collect your data?**

You directly provide HH Associates with most of the data we collect. We collect data and process data when you fill in a registration form on the online catalogue to create an account.

### **How we will use your data?**

HH Associates collects your data so that we can:

- Manage your account;
- Distribute relevant materials to you; and
- Contact you regarding your order.

HH Associates may share your data with our partners who are essential in providing our service. This may include companies that store and courier your order who are only able to process your data for these reasons. These partners are listed below:

Granby Marketing Services  
120 Stanley Street  
Blackburn  
BB1 3BW

Royal Mail Group Limited  
185 Farringdon Road  
London  
EC1A 1AA

### **How do we store your data?**

HH Associates securely stores your data within the Valo commerce catalogue and is protected by suitable security measures. As a result, HH Associates will transfer your data outside of the EEA for the purpose of providing the services and does so with appropriate measures and contractual arrangements in place.

HH Associates will keep your data for a period no longer than four years unless otherwise required by law or regulation.

## **What are your data protection rights?**

HH Associates would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request HH Associates for copies of your personal data.

**The right to rectification** – You have the right to request that HH Associates correct any information you believe is inaccurate. You also have the right to request HH Associates to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that HH Associates erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that HH Associates restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to HH Associate's processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that HH Associates transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make any of the above requests, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

[Data.Protection@hhglobal.com](mailto:Data.Protection@hhglobal.com).

## **Changes to our privacy policy**

HH Associates keeps its privacy policies under regular review and places any updates on this web page. This privacy policy was last updated on 02 June 2021.

## **How to contact us**

If you have any questions about this privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us at [Data.Protection@hhglobal.com](mailto:Data.Protection@hhglobal.com).

## **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that HH Associates has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office as set out below:

0303 123 1113

[www.ico.org.uk](http://www.ico.org.uk)