GDPR and our Customers and Suppliers Policy

SIDERISE is the registered trademark of Siderise (Holdings) Limited, which is the parent company of Siderise Insulation Limited and Siderise (Special Products) Limited. This document explains how we collect, store and make use of any personal information we may have about you. It has been compiled in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025, and the Siderise GDPR Data Protection Policy.

What information do we collect, why and how?

We carefully consider what information we may collect about you to enable us to carry out our legitimate business interests, and to perform the business functions necessary to enable us to provide a requested service to you, or for you to provide a service to us. We regularly review our data security arrangements to ensure that any data we hold is kept safe. Depending on the circumstances, our lawful basis for processing your personal data will be the performance of a contract and/or our legitimate interests in managing our business relationships with customers and suppliers.

If you are, or are considering buying from Siderise:

• We will collect your contact and company information to enable us to respond to your enquiry or order.

• We will securely store this data on our CRM system and order processing system to enable us to manage your account.

• Additionally, if you should request a credit account with us, we will collect just enough data to enable us to make a determination of your creditworthiness, and we may use third party credit reference agencies to do this for us. We assess such third parties for their own compliance with the GDPR.

• We may also request trade references from companies that you currently trade with. We would request these details from you at the time of your application.

• We may make contact with you to ensure that the data we hold about you is current and correct, and we will retain the data we hold about you for a period of 7 years after we have ceased trading and your account has been closed.

If you are, or are considering becoming a supplier to Siderise:

• We will collect details of your company and contacts within your organisation that you may provide to us to enable us to enquire, and to procure services and/or products from you.

• We may also use this data to manage your supplier account, and to carry out financial transactions.

• We will securely store this data on our CRM system and on our order processing system.

• Periodically, we may use this data to make a determination of your financial stability, and we may use a third party credit reference agency to do this for us. We assess such third parties for their own compliance with the GDPR.

• We may make contact with you to ensure that the data we hold about you is current and correct, and we will retain the data we hold about you for a period of 7 years after we have ceased trading and your account has been closed. In some exceptional cases, we may need to retain your data for longer where this is necessary to comply with a legal obligation, establish or defend legal

claims, or where another lawful basis permits us to do so. We will not share your information with any other organisation outside of the Siderise group unless we have an appropriate lawful basis to do so.

Where we transfer your personal data outside the UK, we will ensure that the transfer is made in accordance with UK data protection law, including by relying on UK adequacy regulations, appropriate safeguards such as approved contractual clauses, or another permitted transfer mechanism, as applicable. Further information about the safeguards used is available on request by emailing GDPR.requests@siderise.com.

Where we rely on legitimate interests, we will only process your personal data where our legitimate interests are not overridden by your interests, rights or freedoms.

We will not use your data for any automatic profiling or decision making.

Your data and your rights

You have the right to request a copy of any data we may hold about you. We will ensure that it is transmitted to you in an easy to understand way. You will not be charged for this service, except where a request is manifestly unfounded or excessive. We may require reasonable proof of your identity where necessary before providing access to your personal data. Additionally, depending on the circumstances, you may have the right to rectify or erase your personal data, restrict its processing, object to its processing, and request data portability. These rights are subject to the conditions and exemptions set out in data protection law.

You may exercise these rights by emailing us at GDPR.requests@siderise.com. We will normally respond to any request we receive within one month of receiving it, and we will let you know if we are unable to fully comply with your request for a legitimate reason.

You may also use GDPR.requests@siderise.com to make a complaint about how we have handled your personal data. We will acknowledge any data protection complaint within 30 days and investigate and respond to it without undue delay.

If you are dissatisfied with our response, you have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection.