

Customer & Trade Account Privacy Notice

Last Updated: 16 March 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 or open a trade account with a Lords Group company, the specific trading company you transact with will act as the data controller for your personal data.

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

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.

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

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.

Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including satisfying contractual, legal, accounting 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.

Further information about these rights is available in the main Lords Group Privacy Notice.

Updates to This Notice

We may update this Recruitment 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.