



SOLENT WHOLESALE CARPET COMPANY LTD

ZOLA PARK, BARNFIELD DRIVE

CHICHESTER, WEST SUSSEX, PO19 6UX

TEL: 01243 774623 FAX: 01243 533636 EMAIL: sales@solentwholesale.com



ACCOUNT APPLICATION FORM

Accounts Email: accounts@solentwholesale.com

TO ENSURE YOUR APPLICATION IS PROCESSED FULLY PLEASE FILL IN ALL RELEVANT QUESTIONS CLEARLY AND ENCLOSE A **SAMPLE OF YOUR LETTER HEADED PAPER**

- 1) Name of Applicant 1).....
- 1a) Name of Business/Company 1a).....
- 2) Trading Address (including post code) 2).....
.....
.....
- 3) If trading as a Limited Company:- 3).....
Registration Number
Registration Address
- 4) Telephone Number 4).....
- 5) Fax Number 5).....
- 6) Mobile Telephone Number 6).....
- 7) E-mail address 7).....

We have an emailing facility for Statements / Order Acknowledgements, - please tick the appropriate boxes if interested.

Statements

Order Acknowledgements

Invoices are sent with the delivery, but if preferred can also be emailed.

Invoices

8) Home Address of Proprietor/Partner(s) 8).....
(If less than 3 years please include previous address)
(Please include post codes)

9) Delivery Address if different from above 9).....
(including post code and telephone number)

10) Opening / Closing times (if appropriate) 10).....

11) Type of premises, e.g. warehouse, shop etc 11).....
(if home please state whether owned/rented)

12) Special instructions for delivery driver 12).....

Have you had an account with us before? Yes/No (pls delete), if YES state account number

REFERENCES

IN ORDER TO PROCESS YOUR ACCOUNT APPLICATION, WE NEED TO OBTAIN THREE TRADE REFERENCES
WITH WHOM YOU HAVE BEEN TRADING FOR AT LEAST THREE MONTHS

TRADE REFERENCE: No 1

Suppliers Name.....
Suppliers Address.....
.....
.....
Telephone Number (including std).....
Fax Number (including std).....
Your Account number with the above.....

TRADE REFERENCE: No 2

Suppliers Name.....
Suppliers Address.....
.....
.....
Telephone Number (including std).....
Fax Number (including std).....
Your Account number with the above.....

TRADE REFERENCE: No 3

Suppliers Name.....
Suppliers Address.....
.....
.....
Telephone Number (including std).....
Fax Number (including std).....
Your Account number with the above.....

Bank Name & Address:

A copy of Solent Wholesale Carpet Company Ltd's full Terms of Trading & Privacy Policy are attached.
The information that I have supplied on this account form are correct. I have read, and understand your terms and conditions of trading & Privacy Policy and confirm that all details given are correct.

Signed.....Print Name.....

Position.....Company.....Date

(If an account has been inactive over a 12month period, or payments are not made on terms, then credit facilities will be reviewed)

FOR OFFICE USE ONLY

Account Number: _____	Authorised By: _____
Status: CREDIT (limit)	PAYMENT CASH
Date Opened: _____	On / Off Terms _____

SOLENT WHOLESALE CARPET CO. LTD

CARPET, FLOORCOVERING & ACCESSORY WHOLESALE DISTRIBUTORS

AUTHORISATION FORM

**PLEASE ENSURE THAT THIS FORM IS SIGNED TO ENABLE US
TO FULLY PROGRESS YOUR APPLICATION FORM**

Dear Sirs

Due to a change in the Data Protection Laws, we are unable to process your application for an account with yourselves without your written permission to request trade references with other companies.

We may also use a credit reference agency and store information on that file.

Therefore, would you kindly confirm your authorisation by signing the below:-

I (We) (Print Name).....

FOR AND BEHALF OF:.....

Confirm authorisation of SOLENT WHOLESALE CARPET COMPANY LTD, to approach yourselves for current information relating to our account.

SIGNED.....

DATE.....

Zola Park, Barnfield Drive, Chichester, West Sussex, PO19 6UX

Tel: 01243 774623

Fax: 01243 533636

Email: sales@solentwholesale.com

Web Site: www.solentwholesale.com

Registered in London 1055740. VAT Registration No. 107 5167 83





SOLENT WHOLESALE CARPET COMPANY LTD TERMS OF TRADING



1. Credit accounts will only be provided to trade customers whose status is approved by the Company and usually only to registered traders operating from a bona fide retail or other commercial premises. Request for credit account must be accompanied with at least two trade references together with a banker's reference. All customers wishing to trade with the Company until satisfactory references have been provided will be invoiced on a cash pre-payment or pro-forma basis. Pro-forma meaning cleared pre-payment. The charge for special clearance of cheque is £20.00 plus VAT.
2. All goods invoiced to approved credit accounts from the 1st to 31st of the month are due for payment at the very latest by 20th of the following month. Any accounts outstanding after the 20th become overdue and are no longer eligible for settlement discount. Also, any promotional / quantity discounts which have been conceded will be disallowed and will be charged out on a separate invoice. Where goods have been supplied as "cuts at roll price" the difference between the cut and roll price will be invoiced and these amounts will be added to the overdue account, and interest will be charged at 2% per month. In addition, a service and administration charge will also fall due on whatever grossed up amounts remain due to the Company beyond the previously agreed payment date. No extension of the Company's stated period of credit can or will be agreed under any circumstances. All accounts unpaid by the due date will have supplies suspended. Company policy is to impose a charge of £17.50 + VAT for any cheque issued to the Company which fails to clear on first presentation, and a further £17.50 + VAT for any subsequent presentation of uncleared cheques, £25 + VAT charge for any cheques returned R.D.
3. All prices for goods listed on trade price lists or otherwise supplied by the Company are offered on the strict condition that they are subject to alteration without prior notice and accordingly all orders are accepted on the understanding that they will be supplied at the trade prices ruling at the date of despatch or delivery.
4. All orders are accepted by the Company on the express condition that they cannot be cancelled once cut, loaded or dispatched. This condition applies equally to stock and special order goods. All non linear items that have been ordered/invoiced and delivered to customers cannot be returned to stock due to any customer error.
5. Claims for damage or shortage will not be considered unless written notification is received by the Company or it's appointed carriers within seven days from the date of delivery/collection.
6. Complaints on goods or materials will not be accepted once cut, damaged, laid or fitted. All goods must be thoroughly inspected before being fitted as it is a clear condition of trading that onus is upon the customer to ensure the material is free from all faults, flaws, soiling or other damages. In such circumstances where a complaint arises which the Company considers worthy of an on site inspection, this will be carried out without prejudice to the Company's position.
7. Under no circumstances whatever will the Company accept responsibility for labour charges arising for goods which have been subject to complaint.
8. The title of any goods supplied by the Company shall not be deemed to have passed unless payment has been made of the full contract price. Any such goods may be sold in the ordinary course of business but the proceeds of such a sale must be held on trust for and to the account of the Company pending payment to the Company of all sums or debts outstanding or owing to the Company. In the case of non-payment the Company shall be entitled to repossess or trace the said goods or the proceeds of the sale thereof either in your hands or in the hands of any liquidator or receiver.
9. Pattern books, swatches and other promotional materials are supplied on loan and at all times remain the property of the Company, but are subject to recall without prior notice at any time. Pattern books which become cut, damaged or mutilated in any way will be charged for the full current replacement cost. Acceptance of our books will be acceptance of our terms and conditions under which they are issued on free loan.
10. We record all telephone conversations for training and monitoring purposes.
11. Pictures listed on this website are for a guideline only and we will not accept any complaints on goods ordered that appear different to the images shown on our website.
12. We reserve the right for orders of less than £30 to delay delivery until our van is next in the area.
13. We reserve the right to make a charge for re-delivery when we have attempted to deliver goods to a customer as requested, but we were unable to do so because the delivery was refused or could not be made as access was denied.



Introduction

This document outlines the use of personal data held by Solent Wholesale carpet company:

- What personal information we hold on you
- Why we need the data, and what we do with it
- How we collect the information
- Maintains data accuracy
- Who has access to this data

What data do we store/collect about you?

Solent Wholesale Carpet Company do not collect and store any data from normal website users, we do not store any cookie information (or logs) about users to our website. The only time in which data would be collected about a user on our website, is if they/you were to submit an interactive website form, to which a warning would be displayed, forwarding the user to this document.

The following contents of the document are only relevant to people who apply for an account with Solent Wholesale Carpets or place an order on a PROFORMA basis. Solent Wholesale will require you to fill out an application form, this will contain your name, address and some other information about your business that will help us process your account application. If you require credit facilities with us, you can also include the details of trade references, for us to take up these references, you must sign the disclaimer that allows us to take credit references on your behalf. If your account is successfully opened with us, we will store a scanned copy of your application form for future reference.

Once you begin trading with Solent Wholesale Carpets, Solent will store the following information about you:

- Details of all your placed orders
- Email correspondence between yourself and Solent Wholesale
- Call recordings
- Minor notes regarding your account, such as:
 - Call details from Sales Representatives and the office
 - Sampling history
 - Notes necessary to the trading relationship between yourself and Solent Wholesale
 - Notes/attachments about complaints that may have been logged

Acceptance of opening an account with us, accepts that Solent Wholesale Carpet Company will store the above data about you and your business. If you do not accept these terms, then unfortunately we cannot peruse a trading relationship as we require the above information to service you as a customer

Why do we need to store this data?

Details of all your placed orders

Solent Wholesale Carpets store information about the orders you place, so that we can process your order through our computer systems and supply the goods as requested, we also keep these details so that we can audit our stock and provide proof of sales. This will also include a copy of VAT invoices relating to these orders, as well as a copy of any statements of accounts you may have for said invoices.

Email correspondence

Solent Wholesale Carpets use "Google Apps Suite" to handle the communication of email within the company. All data and email correspondence is stored on the Google Servers, which are regularly audited and updated to reflect the latest privacy laws. If you wish to read about Google's GDPR compliance, you can visit the following link:

<https://cloud.google.com/security/gdpr/>

Call recordings

Solent Wholesale Carpets record all calls both in-going and outgoing from the main office. We do this because 99% of all our phone calls, relate to an order, or an account query. We record the calls so that in the event of an error, we can easily lookup the original phone call to help rectify the error. These recordings aim to protect both Solent Wholesale Carpets and you/the customer from receiving or paying for items that are not as required/requested. NOTE: We do not record any details of card holder information and

our telephone system is designed to pause recordings during the time in which card holder data is transferred, card holder data is not within the scope of GDPR and is handled via Solent Wholesale Carpets PCI compliance.

Minor Account Notes

During your trading relationship with Solent Wholesale Carpets, Solent will store minor account notes, such as the details of the last sales reps visit etc (as mentioned above) we require this so that we can make sure we do not deliver duplicate samples, we also store other notes that you would expect, such as details about customer complaints. This data is not personal data within the scope of GDPR, but it is data that we store that would only be useful to Solent Wholesale and would have not contain any sensitive personal information about the yourself (the customer).

How do we store this data?

Details of all your placed orders

We store this data in a Sage 200c* database, this data is stored for 7 years as it is financial data, and the scope of our Audit process is every 7 years, data older than 7 years is automatically destroyed. Access is only allowed via permitted users.

*Sage 200c is GDPR compliant and has built in tools to facilitate the exporting and deletion of private data.

Email correspondence

All email correspondence is stored on the Google servers, If you wish to read about Google's GDPR compliance, you can visit the following link:

<https://cloud.google.com/security/gdpr/>

Call recordings

All call recording details are stored locally on a Splicecom Maximise database, the call recordings are stored on separate hard-drive which is encrypted. Call recordings are only stored for 6 months. Our call server has built in GDPR complaint, export, audit and deletion tools.

Minor Account Notes

Minor account notes (which are not within scope of GDPR) are stored in a separate database, which is only accessible to local users. This database is encrypted, and access is only allowed via permitted users. Data on this database are stored against a unique customer number (stored in the Sage 200c database), not against a trading name or customer address, therefore this data on its own is not directly legible or relatable to any one person.

Backups

All data backups that are stored "off-site" are encrypted, so if an attacker was to gain access to the data stored off site, it would be useless as they would not be able to decrypt it without the private GnuPG key of Solent Wholesale Carpets, as of May 2018 GnuPG is still considered one of the most secure ways to encrypt data, Solent Wholesale Carpets will review this on a rolling basis and will update the encryption methods as required, to maintain a secure encryption.

Maintains data accuracy

The personal data we store, such as your name, address and contact numbers is provided to us (in the first instance) via you/the customer when you initially fill out an account application form. Due to the nature of our business, a sales representative will call on you at least once every 8 weeks, during this cycle if the representative was to notice any personal data that was out of date, they can advise the administrative team and Solent Wholesale, who can try and contact you, to update any data that may no longer be accurate.

Who has access to this data?

Details of all your placed orders

Authorised employees of Solent Wholesale Carpets and the employees of their IT provider, Wharnccliffe Business Systems.

Email correspondence

Authorised employees of Solent Wholesale Carpets have access to their own email correspondence, data controllers have access to all users email correspondence.

Call recordings

Authorised employees of Solent Wholesale Carpets and the employees of their phone system provider, Intech Telecom.

Minor Account Notes

Authorised employees of Solent Wholesale Carpets.

All data mentioned above is only accessible on site (Solent Wholesale Carpets, Chichester, W Sussex, PO19 6UX), from certain devices that have been authorised via the firewall. It is available to access remotely via a SSL secured VPN which requires both password and certificate to access. Company phones and tablets that have access remotely are also equipped with the facility to perform remote lock and remote data wipes.

Right to Erasure

Details of all your placed orders

For audit purposes, personal data relating to sales accounts, is kept for no longer than 7 years. If you have an account with us and have not used our services within 7 years, your personal data will automatically be erased.

Email correspondence

All email correspondence is stored in the cloud, we have automatic procedures in place to delete data that is older than 7 years. You can request for your previous email correspondence to be erased (providing that all orders in relation to said emails have been fulfilled and paid for in full, by requesting erasure of email correspondence for fulfilled orders you may forfeit the right to dispute certain aspects of the orders once correspondence has been erased)

Call recordings

All call recordings are stored local, we have automatic procedures in place to delete data that is older than 6 months. You can request for your previous call recordings to be erased (providing that all orders in relation to said phone calls have been fulfilled and paid for in full, by requesting erasure of call recordings for fulfilled orders you may forfeit the right to dispute certain aspects of the orders once the call recordings have been erased)

Minor Account Notes

Minor account notes are not in the scope of GDPR and as such are not eligible to be erased on request.

Requesting access to personal data

If you wish to request a copy of any personal data we hold on file for you, please write to us and request to. To provide a copy of the personal data that we hold on file for you must pay a fee of £10 (ex VAT) and allow 40 calendar days for us to process your request. Note, that account details/records are exempt from this, if you wish to request copy invoices/statements please contact the accounts department of Solent Wholesale Carpet company who can assist with this (note that a fee may also be charged for providing copy invoices/statements).

We advise all customers who require a copy of personal data, to email us from their email address which we will already hold on file, we can then ensure that the request for a copy of data has come from a legitimate source. Solent Wholesale Carpets will then call you, to again confirm this request, if the request is genuine we will reply to your original email with a password protected archive for all personal data that we currently hold for you.