

## Updated General Data Protection Regulation/Privacy Notice

### How we collect, use, and store your data

Upon placing an order for concrete with Rightmix Ltd, we request and retain the following information: Company or individual name and address, contact numbers and emails, site address and invoice address details. These are input into our electronic booking/diary system 'AGG SMART'. All AGG SMART data is stored securely on the AGG SMART™ servers (managed by Microsoft Azure) and all data is password protected to our account. All communication with the AGG SMART server is secured by an SSL connection and all data is backed up offsite every night.

All invoices are processed and forwarded by email via AGG SMART – and statements (if an account customer) sent via our electronic cloud-based accounts package Xero, by email (or post if requested.) Your company or individual name and address, contact numbers and emails, site address and invoice address details are stored in both AGG SMART and Xero, both of which are heavily password protected and only accessible by a small number of specialised Rightmix Ltd administration personnel in the reasonable course of their duties. Xero is also industry standard recognised and certified as compliant with ISO/IEC 27001:2022, the premier global information security management system (ISMS) standard.

Our card payments are processed within our secure office by only four members of the company and our PCI compliance reviewed every year via our Merchant Compliance Scheme. Our payments are processed via AGG SMART through the secure payment processing system Opayo, (formerly Sagepay) which is an industry recognised Payment Service Provider ensuring all transactions are encrypted to the highest global standards. Card details are then held securely and confidentially via AGG SMART, using their encrypted system which allows only the last four digits of the card to ever be seen. In line with your rights under GDPR, you can ask to have these card details removed and provide them again verbally with each booking.

We use internet banking to make/receive payments, and bank account information is stored within the HSBC and Barclays banking systems to which access is restricted to only two senior personnel. There are no card numbers or bank account information stored on the Xero accounting system, or any other manual based systems within our company.

We do not pass on any information to third party companies or individuals, unless for the purpose of organising a cross hire or supply of concrete pump, which will be agreed prior to any information being shared. This does not include any payment, bank account or card details. With the exception of payment, bank, and card details, we retain general customer information in our password protected system, and only use this for the following:

- Account system purposes
- To distribute relevant Rightmix Ltd information such as, updated pricelists, change of company details, promotions, appropriate routine customer communications or industry regulations.

You have the right to request to see all information we have stored, and the right to request for any of your data to be removed.

Rightmix Ltd is a company registered in England under number 04864397. Our registered office is 47 Butt Road, Colchester CO3 3BZ. You can contact us by writing to us at 2 Haynes Green Road, Layer Marney, Colchester, Essex CO5 9UE, or by phoning 07947 364014 if you have any queries.

Signed: 

**Robert Pomphrett**  
Company Director  
Rightmix Ltd

Reviewed: September 2025 | Next review date: September 2026\*  
*\*Unless information requires updating between stated review periods.*