

Corporate Website Privacy Policy

Last updated: May 2024

Introduction

This privacy policy helps you to understand how we use your personal data and who we share it with.

This privacy policy applies to you if you are a user of the NEXT plc corporate website www.nextplc.co.uk

If you are also a **NEXT customer**, you should refer to the separate privacy policy at www.next.co.uk/privacy which covers the personal data which we collect from you in relation to NEXT products and services which you purchase as a NEXT customer.

If you are a **NEXT employee**, please refer to the employee privacy policy which also applies to you and is located on the company's internal intranet and on the NEXT Employee Portal.

If you are also a **NEXT shareholder**, please also refer to the separate privacy policy which may also apply to you and is located on the NEXT corporate website at www.nextplc.co.uk/site-services/privacy-and-cookies.

We change the terms of this privacy policy from time to time and you should check it regularly. The last updated date is shown at the beginning of the document.

Who we are

We are NEXT plc. We are the "data controller", which means we are responsible for deciding how and why your personal data is used. We are also responsible for making sure it is kept safe, secure and handled legally.

We operate to the highest standards when protecting your personal data and respecting your privacy. If you have any questions about your personal data, or how we use it, you can contact our Data Protection Officer via email at dataprotection@next.co.uk or by writing to our registered office at the following addresses:

UK registered address: Data Protection Officer, NEXT Group, Desford Road, Enderby, Leicester, LE19 4AT.

EU registered address: Data Protection Officer, NEXT Retail (Ireland) Ltd, 13–18 City Quay, Dublin 2, D02 ED70, Ireland.

Your rights

You have a number of 'Data Subject Rights', please see below on what they are and how you can exercise them. There are more details on the Information Commissioner's website at ico.org.uk/for-the-public, or on your local [Data Protection Authority](#) website.

- **Right of access** – You have the right to request a free copy of the personal data that we hold about you.
- **Right to rectification** – If you think any of your personal data that we hold is inaccurate, you have the right to request it is updated. We may ask you for evidence to show it is inaccurate.
- **Right to erasure** (also known as the Right to be Forgotten).
- **Right to restriction of processing** – You have the right to request that we stop processing your personal data that we hold. If you exercise this right, we will keep a note of your name linked to your request and it won't prevent us from processing any new data you provide to us subsequently.
- **Right to data portability** – You have the right to ask us to electronically move, copy or transfer your personal data in a machine-readable format.
- **Rights with regards to automated decision making, including profiling** – We sometimes use your personal data to make decisions by automated means. This involves us analysing your account activity including applications, orders, payments etc. We do this to confirm your identity, prevent and detect crime, and lend responsibly. This automated decision making is necessary if you would like to continue to shop with us online. You have a right to reject automated decisions, but it may mean that you can only shop with us in our stores.
- **Right to withdraw Consent** – Where we are relying on your consent for processing you can withdraw or change your consent at any time.

The above rights may be limited in some circumstances, for example, if fulfilling your request would reveal personal data about another person, if you ask us to delete data which we are required to have by law, or if we have compelling legitimate interests to keep it. We will let you know if that is the case and will then only use your data for these purposes. You may also be unable to continue using our services if you want us to stop processing your personal data.

If you have any general questions or want to exercise any of your rights, please contact dataprotection@next.co.uk. Our security procedures mean that we may need to request proof of identity before we disclose personal data to you in response to any request.

We encourage you to get in touch if you have any concerns with how we collect or use your personal data. You do however also have the right to lodge a complaint directly with the Information Commissioner's Office, the data protection regulator in the UK, their contact details can be found on their [website](#).

The lawful bases we use to process data

We will only ever process your data if we have a lawful basis to do so. The lawful bases we rely on are:

- **Contract** – This is where we process your data to fulfil a contractual arrangement we have made with you or because you have asked us to carry out a service before entering into a contract;
- **Consent** – This is where we have asked you to provide permission to process your data for a particular purpose;
- **Legitimate Interests** – This is where we rely on our interests as a basis for processing. Generally this is to provide you with the best products and services in the most secure and appropriate way, but not where our interests are overridden by your interests;
- **Legal Obligation** – This is where we have a statutory or other legal obligation to process the data, such as to comply with regulatory requirements and/or requests; and
- **Vital interests** – This is where the processing of personal data is necessary to protect someone's life.

The data we collect and how we use it

The NEXT corporate website (www.nextplc.co.uk) is managed by IDX on behalf of NEXT.

NEXT and IDX will not collect any personal data about individuals, except where it is specifically and knowingly provided by them. Your personal data is collected when you register on www.nextplc.co.uk for alert services or raise a query via the contact us page.

When you visit NEXT's website, IDX' web server collects some basic data such as your browser type, IP address, internet service provider's domain name, which pages you've accessed on the site and when. Details of the cookies that IDX use can be found on the Privacy and Cookies page of the NEXT corporate website.

The data includes the following, however please note this list is not exhaustive:

To provide you with access to our alert services

Lawful basis: Consent

- To register for alerts we will collect your name, email address and what type of alerts you would like to receive. We will use this data on an ongoing basis to manage and provide alerts to you.

To manage any queries you raise with us

Lawful basis: Consent/Legitimate Interest

- When you raise a query with us we will collect your name and email address.
- We will keep details and where relevant, copies of communications between us, your communication preferences.

To keep in touch with you

Lawful basis: Consent

- We will keep a record of your contact preferences.
- We will respond to any correspondence or questions you have raised with us.

How long we keep your personal data for

If you have registered for the alert service, your personal data will be kept until you unsubscribe.

If we collect your personal data via the contact us page, the length of time we retain it is determined by a number of factors including the purpose for which we use the data and our obligation under other laws. We will therefore retain your personal data for 7 years after the date it is no longer needed by us unless these laws require us to hold your personal data for a longer period, or delete it sooner.

Keeping your personal data secure

We always ensure that personal data is secure by continuously developing our security systems and training for our employees. We have implemented appropriate technical and organisational security measures designed to protect your personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access, and other unlawful or unauthorised forms of processing, in accordance with applicable law.

Third-party apps, websites and services

IDX does not transfer personal data to third parties. However, for data processing purposes it may be necessary for IDX to allow its employees in other regions outside the United Kingdom (UK) to access your personal data. We have contracts in place with all suppliers that help us to ensure the security and privacy of your personal data, these are reviewed and updated regularly and always in line with data protection laws.

If you use any third-party apps, websites or services to access our services, your usage is subject to the relevant third party's terms and conditions, cookies policy, and privacy policy. For example, if you interact with us on social media, your use is subject to the terms and conditions and privacy policies of the relevant social media platform (Facebook, X etc.). The same stands if you use third-party services, like Amazon's Alexa, as your use of the service is subject to their applicable terms and conditions.

How you can get in touch

Should you need to contact our Data Protection Officer please email: dataprotection@next.co.uk or you can write to:

UK registered address:

Data Protection Officer
NEXT plc
Desford Road
Enderby
Leicester
LE19 4AT

EU registered address:

Data Protection Officer
NEXT Retail (Ireland) Ltd
13–18 City Quay
Dublin 2
D02 ED70
Ireland