

# PRIVACY POLICY



## **Introduction**

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Within this privacy policy (the "Privacy Policy"), the terms "we", "us", "our" refers to the "company" which in turn refers to Exmoor Windows Ltd. The terms "you" and "your" refers to you the customer / client / supplier.

Exmoor Windows Ltd. is committed to maintaining robust privacy protections for all its employees, customers and third party associations. Our Privacy Policy is designed to help you understand how we collect, use and safeguard the information you provide to us and to assist you in making informed decisions when using our services.

This policy

## **Who we are**

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Exmoor Windows Ltd. is an incorporated company registered in England & Wales, Registration No. 4527549. Vat No. 130 9071 00. Address: Barden Works, Brunel Way, Minehead Enterprise Park, Minehead, Somerset, TA24 5BY.

## **The information we process**

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Exmoor Windows Ltd. do not sell, trade, rent or otherwise share your personal information with any other third party for marketing purposes. The personal information provided by you to us, is for the sole purpose of providing you with a quotation for our services and ultimately an agreed Contract of Sale.

The type of information that we process about you may include:

- Gender
- Job Title
- Name
- Address and Postcode
- Landline and Mobile telephone numbers
- Other contact numbers to ease access to properties

This information allows us to:

- Purvey our products and services to you
- Provide and manage and fulfil Contracts of Sale
- Communicate with you through all agreed media
- Purchase products
- To maintain a customer/supplier link for an efficient relationship

Most of your information will have been provided by you or created through the use of our products and services. This information is collected via the telephone network, e-mail, and our website contact page or indeed from a visit to our premises.

## **Consent**

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By agreeing to sign a Contract of Sale with us, you are consenting to your personal data being shared with third parties (see below). We also accept that we will not contact you in any way until we have your consent to do so.

## **Sharing your data**

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Where necessary, your data will be shared with third parties in order for us to fulfil our legal obligations. As part of a 'Competent Person Scheme' for self-certification under Building Regulations, all contracts must be registered accordingly. Insurance may also be offered as part of our contractual obligations.

## **Your rights**

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We want to make sure you are aware of your rights in relation to the personal information we process about you. You have a number of legal rights to control what we do with your information. For example, you can ask us to tell you what information we have about you and get a copy of it and to correct or update any information that is wrong.

Access	You have a right to get access to the personal information that we hold about you.
Rectification	You have a right to change any information that we hold about you and that you believe to be incomplete or incorrect.
Erasure	You have a right to tell us to delete your information if you believe that we no longer need to process it or if you believe that we are using it in an unlawful manner.

### **How long we keep your information**

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Having entered into an agreement or a 'Contract of Sale' with you, your information will be kept of file for the life of the guarantee offered for the work done. Depending on the type of work carried out, we may choose to keep certain records for an extended period of time.

### **Security**

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As part of our privacy policy, we are committed to ensuring that your information is secure with us and with the third parties who act on our behalf. We would like to assure you that any personal data that we receive/collect, is treated responsibly with the utmost care and that we take appropriate steps to protect it by storing the information securely.

### **Changes to our privacy policy**

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The Company reserves the right to change this policy and our terms of service at any time