

## Okehampton Glass Ltd. Our compliance with the General Data Protection Regulations 2018 (GDPR) – Page 1 of 2

### 1. Introduction

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe. For simplicity throughout this notice, 'we' and 'us' means Okehampton Glass Ltd.

### 2. Explaining the legal basis we rely on

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, including:

**Consent:** In specific situations, we can collect and process your data with your consent. For example, when you ask us for a quotation, or information about our services and products.

When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

**Contractual obligations:** In certain circumstances, we need your personal data to comply with our contractual obligations. For example, if we are employed by an architect or builder working on your behalf.

**Legal compliance:** If the law requires us to, we may need to collect and process your data. For example, if we do work subject to building regulations, we may be required to issue a certificate of compliance.

**Legitimate interest:** In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests. For example, we will use your purchase history to validate warranty information, or to advise you of a fault, recall or other matter related to the products or services you buy from us.

### 3. When do we collect your personal data?

- When you purchase a product or service from us
- When you contact us by any means with queries, complaints etc.
- When you've given a third party permission to share with us the information they hold about you. For example, an architect or builder working for you

### 4. What sort of personal data do we collect?

- Your name, billing/delivery address, orders and receipts, email and telephone number.
- Details of your interactions with us through phone calls, emails, letters or personal visits to our office. For example, we collect notes from our conversations with you, details of any complaints or comments you make, details of purchases you made, and how and when you contact us.
- Copies of contracts you sign when you engage us to fulfil work for you.
- Payment card information.
- Your image may be recorded on CCTV when you visit us.
- Your car number plate may be recorded if you park your car in our car park.

### 4. How and why do we use your personal data?

The data privacy law allows us to store and use customer data as part of our legitimate interest in providing the highest levels of service. Of course, if you wish to change how we use your data, you'll find details in the 'What are my rights?' section below. Remember, if you choose not to share your personal data with us, or refuse certain contact permissions, we might not be able to provide some products or services you've asked for.

### How and why we use your personal data:

- To process any orders that you place with us. If we don't collect your personal data, we won't be able to process your order and comply with our legal obligations. For example, your details may need to be passed to a third party to supply or deliver the product or service that you ordered and we may keep your details for a reasonable period afterwards in order to fulfil any contractual obligations such as refunds, guarantees and so on.
- To respond to your queries, refund requests and complaints. Handling the information you sent enables us to respond. We may also keep a record of these to inform any future communication with us and to demonstrate how we communicated with you throughout. We do this on the basis of our contractual obligations to you, our legal obligations and our legitimate interests in providing you with the best service and understanding how we can improve our service based on your experience.
- To protect our customers, premises, staff, assets and contractors from crime, we operate CCTV systems in our office and car park which record images for security. We do this on the basis of our legitimate business interests.
- To process payments and to prevent fraudulent transactions. We do this on the basis of our legitimate business interests. This also helps to protect our customers from fraud.
- To send you relevant, personalised communications by post in relation to updates, warranties, contracts of sale, services and products and our terms and conditions. We'll do this on the basis of our legitimate business interest. You are free to opt out of hearing from us by post at any time.
- To send you communications required by law or which are necessary to inform you about our changes to the services we provide you. For example, updates to this Privacy Notice, product recall notices, and legally required information relating to your orders. These service messages will not include any promotional content and do not require prior consent when sent by email or text message. If we do not use your personal data for these purposes, we would be unable to comply with our legal obligations.
- To comply with our contractual or legal obligations to share data with law enforcement. For example, when a court order is submitted to share data with law enforcement agencies or a court of law.
- Sometimes, we'll need to share your details with a third party who is providing a service (such as delivery couriers or a fitter visiting your home). We do so to maintain our appointment with you. Without sharing your personal data, we'd be unable to fulfil your request.

### 5. How we protect your personal data

We know how much data security matters to all our customers. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

### 6. How long will we keep your personal data?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected. For example, if you purchase a product with a 10 year warranty, we will keep your personal data for the same length of time as the warranty in order to fulfil our obligations to you as described in the warranty terms and conditions.

### 7. Who do we share your personal data with?

We sometimes share your personal data with trusted third parties. For example, delivery couriers, technicians visiting your home, for fraud management, to handle complaints, or to address warranty issues where the warranty is issued by the manufacturer of a product we sell to you.

#### Here's the policy we apply to those organisations to keep your data safe and protect your privacy:

- We provide only the information they need to perform their specific services.
- They may only use your data for the exact purposes we specify in our contract with them.
- We work closely with them to ensure that your privacy is respected and protected at all times.
- If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

### 8. What are your rights over your personal data?

#### You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- That we stop any consent-based processing of your personal data after you withdraw that consent.

**Your right to withdraw consent:** Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

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