

DECOR-LAM LTD

PRIVACY POLICY

1. INTRODUCTION

Decor-Lam Ltd respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data which you provide to us, or which we obtain, when providing services to you, when you use our website (www.decorlam.co.uk), or when we deal with you during the course of our business.

This policy applies to personal data we hold relating to all our current and past customers and suppliers. Depending on who you are, and how you interact with us, only some aspects of this policy may apply to you

Who are Decor-Lam Ltd ?

Decor-Lam are a limited company and a manufacturer of decorative timber panels predominantly for the funeral furnishings, shop-fitting, motorhome and caravan industries. For simplicity, references to “we” “us” or “Decor-Lam” shall mean Decor-Lam Ltd.

Changes to this policy

We may update this privacy policy from time to time – you can find our latest policy on our website at www.decorlam.co.uk or by asking us for a copy.

2. IMPORTANT INFORMATION

Decor-Lam is the controller and responsible for your personal data.

We do not have an appointed data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact our Managing Director, Anne Dale, at –

Decor-Lam Ltd, 71 Clywedog Road East, Wrexham Industrial Estate, Wrexham, LL13 9XE

Telephone: 01978 660400 - Email address: admin@decorlam.co.uk

Third-party links

Our websites may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

3. THE DATA WE COLLECT ABOUT YOU

We collect, use and store the following data:

Identity and Contact Data: personal and identity data, including contact names, company names, email address, postal address, telephone number(s)

Financial Data: including details of your company bank accounts, company registration number, VAT number.

Sensitive Data

Other than the information listed above, we also hold information on file of your previous transactions with Decor-Lam.

Details of how we use this information are set out in section 5.

4. HOW WE COLLECT YOUR DATA

We collect your data from different sources:

We collect all the types data listed above directly from you when you interact with us;

We do not collect data from any other sources

5. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

Marketing

We may use your data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you.

You will receive marketing communications from us in respect of our business and our services if you have requested information from us or purchased services from us and, if you do not wish to receive any such information you will always be able to contact us and request to receive no further communication. We do not currently email or post any such marketing and will contact you in the future if this position changes.

We do not share your contact details with any third party for any purpose.

Cookies when using our website

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly.

We use Google Analytics software to collect information about how you use our website. We do this to help make sure the site is meeting the needs of its users and to help us make improvements.

Google Analytics stores information about:

the pages you visit on our website

how long you spend on each our website page

how you got to the site

what you click on while you're visiting the site

We don't collect or store your personal information (for example your name or address) so this information can't be used to identify who you are. We don't allow Google to use or share our analytics data.

6. DISCLOSURES OF YOUR PERSONAL INFORMATION

We will not share any of your personal information with any third parties unless we have received your written consent (including e-mail) to do so.

7. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

We will usually keep your data for between 6 years and 10 years from inception of the last quotation / transaction you had with us

8. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These rights are set out below. If you wish to exercise any of the rights set out above, please contact Anne Dale.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

Complaint to the ICO

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Your legal rights are as follows:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.