

# Privacy Policy

**Steve Bristow Stone Masonry Ltd**

**Unit 2 Heywood Estate, Kingsteignton, Newton Abbot TQ12 3RS Tel 01626 330337**

## Introduction

Your personal data is data which by itself or with other data available to us can be used to identify you. We are Steve Bristow Stone masonry Ltd (Company Registration 04078315) and this policy sets out how we'll use your personal data. You can contact our Data Protection Officer (DPO) Sheena Powe (sheena@stevebristow.co.uk) if you have any questions or concerns.

## The types of data we collect and use

Whether or not you become a customer, we'll use your personal data for the reasons set out below, and if you become a customer we'll use this data to manage your account. We'll collect most of this when you place your first order with us. The personal data we use may include:

- Full name and personal details comprising contact information including business address and address history, email address/es, business and mobile telephone numbers.
- Records of products/services that you have purchased.

## Providing your personal data

We'll tell you if providing some personal data is optional, including if we ask for your consent to process it. In all other cases you must provide your personal data so we can create an account for you (unless you're a customer and we already hold your details).

## Using your personal data - the legal basis and purpose.

We'll process your personal data:

1. As necessary **to perform our contract with you** for the relevant account, product or service:
  - a. To manage and perform that contract
  - b. To update our records; and
  - c. To trace your whereabouts to contact you about your account.
2. As necessary **for our own legitimate interests**:
  - a. To monitor emails, calls, other communications and activities on your account;
  - b. To send you information on new products and services or special offers.
3. As necessary **to comply with a legal obligation**, e.g.:
  - a. When you exercise your rights under data protection law and make requests; and
  - b. For compliance with legal and regulatory requirements and related disclosures;

There may be occasions where we wish to use images of the work we have done on our website or other marketing media. We will always request written consent prior to using images in this way.

The information we hold is necessary to enable us to have a normal business relationship with you. If you request that your data be deleted from our system we will be unable to provide

ongoing aftercare services as the details of the purchase will no longer be available on our system.

### **Sharing of your personal data**

Subject to applicable data protection law, we may share your personal data with:

- Other contractors working on site;
- Companies and other persons providing services to us;
- Our legal and other professional advisors, including accountants;
- Courts, to comply with legal requirements;
- When we restructure or sell our business or its assets or have a merger or re-organisation;
- Payment systems; and
- Anyone else where we have your consent or where it is required.

### **Bank and card payment details**

Card transaction payments may be made in our showroom or over the telephone. For Telephone payments the information is input directly into the card machine and details are not written down. Card payment slips are stored securely and then destroyed. All card payments are processed via a secure connection utilising our compliant processing partner Worldpay.

Cheques are stored securely and destroyed after they have cleared through the bank account.

### **Your marketing preferences**

We may use your business address, phone numbers or email address to contact you according to your preference. You can change your preferences or unsubscribe at any time by contacting us - simply email [sheena@stevebristow.co.uk](mailto:sheena@stevebristow.co.uk)

If you have previously told us that you don't want information on other products and services we will continue to respect your wishes.

### **Criteria used to determine retention periods (whether or not you become a customer)**

The following criteria are used to determine data retention period for your personal data:

- Retention in case of queries. We'll retain your personal data as long as necessary to deal with your queries and account.

### **Your rights under applicable data protection law**

Your rights are as follows (please note that these rights do not apply in all circumstances and that data portability is only relevant from May 2018):

- The right to be informed about our processing of your personal data;
- The right to have your personal data corrected if its inaccurate and to have incomplete personal data completed;

- The right to object to processing of your personal data;
- The right to restrict processing of your personal data;
- The right to have your personal data erased (i.e. the “right to be forgotten”);
- The right to request access to your personal data and information about how we process it;
- The right to move, copy or transfer your personal data (“data portability”); and
- Rights to relation to automated decision making including profiling.

You have the right to complain to the information Commissioner’s Office. It has enforcement powers and can investigate compliance with data protection law: **[ico.org.uk](https://ico.org.uk)**.