

Privacy Policy for First Class Wet Rooms

Who We Are

First Class Wet Rooms gather and process your personal information in accordance with this privacy policy and in we will ensure that the data given to us is processed in line with your rights under the EU General Data Protection Regulations and associated data protection laws currently applicable in the UK. This privacy policy provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

Our registered office is at Unit 16, Rydon Industrial Estate, Kingsteignton, Newton Abbot, Devon, TQ12 3SJ and we are a company registered in England under company number 2614688. We are also registered on the Information Commissioner's Office Register of Data Controllers under registration number ZA344997. If you have any questions concerning Data Protection at First Class Wet Rooms, please contact info@firstclasswetrooms.co.uk.

Information That We Collect

We process your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than those already specified in this notice.

The personal data that we may collect from you is: -

- Name, address and contact information including email address and other contact details provided
- Demographic information such as postcode
- Any information that you submit as a result of logging a product enquiry, registering your product or subscribing to First Class Wet Rooms newsletters and communication.
- Any other details and information that you choose to submit to us
- Information about your computer and your visits to our website
- Last four digits of credit or debit card
- Expiry date of credit or debit card

We collect information in the ways below: -

Online register of a product enquiry

Newsletter sign up

Online contact us form

Website orders

Telephone enquiries

Visitors To Our Websites

Analytics

When you visit www.firstclasswetrooms.co.uk, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour

patterns. We do this to find out such things as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If we do collect personal data through our website, we'll be upfront about this. We'll make it clear when we collect personal information and we'll explain what we intend to do with it.

Cookies

We use a cookies tool on our website which relies on implied consent of users.

Please note this website, like most others, include Cookies, which helps us to monitor how many people have come to the site and which pages they have visited. This includes storing the ip addresses of the computers that visit the site for a period of up to 12 months. This ip data is for internal use only and will never be shared publicly.

Links To Other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over those others website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.

How We Use Your Personal Data

We take your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw consent at any time.

The purposes and reasons for processing your personal data are detailed below: -

We collect your personal data in the performance of a contract or to provide a service and to ensure that orders are completed and can be sent out to your preferred address

We collect and store your personal data as part of our legal obligation for business accounting and tax purposes

People Who Contact Us Via Social Media

If you send us a private or direct message via social media, the message will be stored for three months. It may be shared internally within First Class Wet Rooms in order to ensure the best response, but it will not be shared with any other organisations.

Your Rights

You have the right to access any personal information that we process about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed

- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request. This is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We use a range of third parties to provide the services and business functions below, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy policy, our data retention policy, the data protection laws and any other appropriate confidentiality and security measures.

Home Delivery Services

We use third party courier services who act on our behalf to deliver our products. The only information we provide them with is your name, address, postcode, telephone number(s) where relevant and order details. This is only provided selectively and when necessary.

IT Services & Support

Some of our normal business processes require involvement from specialist IT service providers, who may have indirect access to our databases. Examples of this include website hosting and network maintenance.

After Sales Service & Installation

It is sometimes necessary to pass personal details to service agents if they are performing installations or repairs on our behalf. The only information we provide to them is your name, address, postcode, telephone number(s) where relevant and order details. This is only provided selectively and when necessary.

Safeguarding Measures

We take your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: -

- Secure data center facility with authorised access only
- Firewalls that restrict access and ban users that make repeated login attempts to website administration services.
- Monitoring of servers that house personal data
- Antivirus protection implemented throughout the computer system

- Password controls
- Securely locked storage

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to us, however as this information is required for us to provide you with our services/deliver your products/legitimate interests, we may not be able to offer some/all of our products or services without it.

How Long We Keep Your Data

We will only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Promotions & Offers

Occasionally, we would like to contact you with details of its products, services and promotions including newsletters that we provide. If you consent to us using your contact details for these purposes, you have the right to modify or withdraw your consent at any time by using the opt-out/subscribe options or by contacting info@firstclasswetrooms.co.uk.

Changes To This Privacy Notice

We keep our privacy notice under regular review to make sure it is up to date and accurate. We reserve the right to update or amend it at any time and from time to time.

Lodging A Complaint

We only process your personal information in compliance with this privacy policy and in accordance with the relevant data protection laws. Your complaint will then be investigated in accordance with our procedures.

To make a data access request, please request a form by emailing info@firstclasswetrooms.co.uk and return to us by email.

If, however you remain dissatisfied with the way your personal data has been handled and wish to raise a complaint, you may refer the matter to the Information Commissioner's Office whose contact details are below.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF