



Duncan Reeds

LAMINATE FABRICATORS

Clause

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1. Important information regarding our Privacy Policy and who we are

This privacy notice aims to give you information on how we collect and processes your personal data, including any data you may provide through this website when you sign up to our newsletter, purchase a product or service.

Data Controller

Duncan Reeds Limited is the data controller and responsible for your personal data.

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the data privacy manager.

Contact details

Our full details are:

Full name of legal entity: Duncan Reeds Limited

Name or title of data privacy manager: Dean Harkess-Cowlyn

Email address: dean@duncanreeds.com

Postal address: Unit 11 Gillmans Industrial Estate, Natts Lane, Billingshurst, RH14 9EZ

Telephone number: 01403 785270

Changes to the privacy notice and your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

We keep our Privacy policy under regular review. If we change our Privacy policy we will post the changes on this page, and place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. This Privacy policy was last updated on 21 May 2018.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive. We may also contact you to ask you for further information in relation to your request to speed up our response.

Third-party links

This website 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.

2. The data we collect about you

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

Identity Data such as your name,

Contact Details such as your billing address, delivery address, email address and telephone numbers

Financial Data such as your bank account and payment card details

Technical Data such as internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website

Profile Data such as purchases or orders made by you, your interests, preferences, feedback and survey responses

Usage Data such as information about how you use our website, products and services

Marketing and Communications Data such as your preferences in receiving marketing from us and our third parties and your communication preferences

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

3. How we collect your data?

We use different methods to collect data from and about you including through:

Direct interactions when you:

apply for our products or services;

create an account on our website;

subscribe to our service or publications;

request marketing to be sent to you;

enter a survey; or

give us some feedback.

Automated technologies or interactions. As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies.

Third parties or publicly available sources. We may receive personal data about you from various third parties including:

Technical Data from analytics providers such as Google; advertising networks and search information providers.

Contact, Financial and Transaction Data

Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register.

4. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

Where we need to perform the contract we are about to enter into or have entered into with you.

Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

Where we need to comply with a legal or regulatory obligation.

We do not rely on consent as a legal basis for processing your information other than in relation to sending direct marketing communications and mailing list enquiries

Purposes for which we will use your personal data

Most commonly we will use your personal information in the circumstances and for the purposes set out in the table below. Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need more detail about this.

Purpose/Activity

To register you as a new customer

Type of data

- (a) Identity
- (b) Contact

Lawful basis for processing including basis of legitimate interest
Performance of a contract with you

Purpose/Activity

To process and deliver your order including:

- (a) Manage payments, fees and charges
- (b) Collect and recover money owed to us

Type of data

- (a) Identity
- (b) Contact
- (c) Financial
- (d) Transaction
- (e) Marketing and Communications

Lawful basis for processing including basis of legitimate interest

- (a) Performance of a contract with you
- (b) Necessary for our legitimate interests (to recover debts due to us)

Purpose/Activity

To manage our relationship with you which will include:

- (a) Notifying you about changes to our terms or privacy policy
- (b) Asking you to leave a review or take a survey

Type of data

- (a) Identity
- (b) Contact
- (c) Profile
- (d) Marketing and Communications

Lawful basis for processing including basis of legitimate interest

- (a) Performance of a contract with you
- (b) Necessary to comply with a legal obligation
- (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)

Purpose/Activity

To enable you to complete a survey

Type of data

- (a) Identity
- (b) Contact
- (c) Profile

- (d) Usage
- (e) Marketing and Communications

Lawful basis for processing including basis of legitimate interest

- (a) Performance of a contract with you
- (b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)

Purpose/Activity

To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)

Type of data

- (a) Identity
- (b) Contact
- (c) Technical

Lawful basis for processing including basis of legitimate interest

- (a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)
- (b) Necessary to comply with a legal obligation

Purpose/Activity

To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you

Type of data

- (a) Identity
- (b) Contact
- (c) Profile
- (d) Usage
- (e) Marketing and Communications
- (f) Technical

Lawful basis for processing including basis of legitimate interest

Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)

Purpose/Activity

To use data analytics to improve our website, products/services, marketing, customer relationships and experiences

Type of data

- (a) Technical
- (b) Usage

Lawful basis for processing including basis of legitimate interest

Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)

Purpose/Activity

To make suggestions and recommendations to you about goods or services that may be of interest to you

Type of data
(a) Identity
(b) Contact
(c) Technical
(d) Usage
(e) Profile

Lawful basis for processing including basis of legitimate interest

Necessary for our legitimate interests (to develop our products/services and grow our business)

Marketing and promotional offers

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. As a result of this you may receive marketing communications from us if you have requested information from us or purchased goods or services from us and you have not opted out of receiving that marketing. We will obtain your express consent to send you any marketing emails.

Third-party marketing

We will never share your personal data with any company outside of our company for marketing purposes.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by contacting the data privacy manager.

Cookies

We use cookies and similar information gathering technology such as web beacons on our website. You can set your browser to refuse all or some browser cookies, or alert you when websites set or access cookies.. For more information about the cookies we use, please see our Cookie Policy.

5. Disclosures of your personal data

We may disclose your personal information to third parties only to the extent necessary to run our business, or to fulfil any contracts we enter into with you or are required by law or to enforce our legal rights.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

6. International transfers

We do not transfer your personal data outside the European Economic Area (EEA).

7. How we secure your data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. How long will we keep your personal information

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. In general, we will keep your data for no longer than ten years, unless it is necessary for us to do so.

9. Your rights in relation to personal information

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These rights are as follows:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

Please contact us if you require further information.