

Data controller: Floor-D Limited

Ivy Business Centre Limited

Ivy Mill Unit L2-7

Crown Street

Failsworth

Manchester

M35 9BG (the 'Organisation')

The organisation collects and processes personal data relating to its customers to provide you with the services which you request. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

Our legal basis for processing your personal data are based on your freely given consent, the performance of the contract, legal obligations in which the organisation must oblige and with legitimate interest to the organisation and its customers, which forms the basis of our relationship.

What information does the organisation collect?

The organisation collects and processes a range of information about you. This includes:

your name, company name, address and contact details, including email address and telephone number

financial account details relating to your business, including payment details, VAT registration number and company registration number

the terms and conditions of your contracts with the organisation

preferences and interests and other information relevant to customer surveys and/or offers

The organisation may collect this information in a variety of ways. For example, data might be collected through website enquiry forms, obtained from your company website, from notes completed during engagement with the organisation, from correspondence with you; or meetings or other assessments.

Data will be stored in a range of different places, including in our organisation's management systems and in other IT systems including the organisation's email system.

Why does the organisation process personal data?

The organisation needs to process data to provide you with relevant information concerning flooring and flooring installation, products and services. Without this we would not be able to contact you,

complete contracted work, or let you know about other products and/or services that may be of benefit to you

If you fail to provide personal data we may not be able to perform the contract.

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. From time to time, we may also use your information to contact you for market research purposes. We may contact you by email or phone. We may use the information to customise the website according to your interests.

In other cases, the organisation has a legitimate interest in processing personal data before, during and after the end of the customer relationship. Processing customer data allows the organisation to:

run marketing and promotion processes

maintain accurate and up-to-date customer records and contact details

ensure effective general business administration

Who has access to data?

Your information may be shared internally as necessary for the performance of the contract.

How does the organisation protect data?

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

Where the organisation engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

For how long does the organisation keep data?

The organisation will hold your personal data for the duration of your engagement with the organisation. The periods for which your data is held after the end of engagement are 5 years in line with the companies' retention policy.

Your rights

As a data subject, you have a number of rights. You can:

access and obtain a copy of your data on request

require the organisation to change incorrect or incomplete data

require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing

object to the processing of your data

request the restriction of processing of your personal data, which will result in a suspension of processing whilst it is reviewed

request the transfer of your data to a third party

If you would like to exercise any of these rights, please contact the organisation at info@floor-d.co.uk or by telephone on 0161 546 9666

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Contact

Questions, comments and requests regarding this privacy notice and your rights are welcomed and should be addressed to Floor-D Limited

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0161 546 9666

info@floor-d.co.uk

Complaints

You have the right to make a complaint with the Information Commissioners Office at the following address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Website:<https://ico.org.uk>