

RACKHAM HOUSEFLOORS LIMITED

PRIVACY POLICY

We take your privacy very seriously. We collect, use and are responsible for certain Personal Information about you. When we do so we are subject to data protection laws applicable in the United Kingdom and we are responsible as ‘controller’ of that Personal Information for the purposes of those laws.

This policy:

- sets out the types of personal data that we collect about you;
- explains how and why we collect and use your personal data;
- explains how long we keep your personal data for;
- explains when, why and with who we will share your personal data;
- sets out the legal basis we have for using your personal data;
- explains the effect of refusing to provide the personal data requested;
- explains where we store your personal data and whether we transfer your data outside of the European Economic Area;
- explains the different rights and choices you have when it comes to your personal data; and
- explains how you can contact us.

1. KEY TERMS

It would be helpful to start by explaining some key terms used in this policy:

We, us, our	means Rackham Housefloors Limited (Company No. 01471339) whose registered office is at Mill Street East, Dewsbury, West Yorkshire, WF12 9TA.
Personal Information	means any information relating to an identified or identifiable individual.

2. PERSONAL INFORMATION WE COLLECT ABOUT YOU

We may collect and use the following Personal Information about you:

- contact information including your title, name, billing address, delivery address, email address and telephone numbers;
- bank account and payment details;
- details about payments to and from you and other details of products and services you have purchased from us;
- information collected using CCTV cameras;

This Personal Information is required to inform you about the products and services we can provide to you. If you do not provide Personal Information we ask for, it may delay or prevent us from delivering our products or services to you.



3. HOW YOUR PERSONAL INFORMATION IS COLLECTED

We collect most of this Personal Information directly from you—in person, in writing, by telephone, or email. However, we may also collect Personal Information:

- from a third party with your consent, e.g. trade references

4. HOW AND WHY WE USE YOUR PERSONAL INFORMATION

Under data protection law, we can only use your Personal Information if we have a proper reason for doing so. In order to use your Personal Information, we rely on the following legal bases:

- (i) processing is necessary for us to be able to provide our products and services to you;
- (ii) processing is necessary to comply with our legal obligations; and
- (iii) processing is necessary for the purposes of legitimate business interests pursued by us.

We collect and process your personal information in order to:

- provide our products and services to you;
- update our customer records and
- provide you with information about additional products or services which may be of interest to you.

5. WHO WE SHARE YOUR PERSONAL INFORMATION WITH

We routinely share Personal Information with:

- third parties we use to help deliver products or services to you (hauliers, EPS suppliers and other suppliers of ancillary products);
- other third parties we use to help us run our business, data back-up companies, auditors, software providers; and
- when authorised by you third parties requiring credit references.

We only allow our service providers to handle your Personal Information if we are satisfied they take appropriate measures to protect your Personal Information. We also impose contractual obligations on service providers relating to ensure they can only use your Personal Information to provide services to us and to you. We may also share Personal Information with external auditors.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

Except as set out above, we will not share your Personal Information with any other third party.



6. HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

We will keep your Personal Information while we are providing products and services to you. Thereafter, we will keep your Personal Information for as long as is necessary:

- to respond to any questions, complaints or claims made by you or on your behalf;
- to show that we treated you fairly; and
- to keep records required by law.

We will not retain your Personal Information for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of Personal Information. Further details on this are available on request using the contact details set out in section 12 below.

When it is no longer necessary to retain your Personal Information, we will delete or shred it as necessary.

7. TRANSFERRING YOUR PERSONAL INFORMATION OUT OF THE EEA

We will not transfer your personal information outside of the European Economic Area (EEA)

8. YOUR RIGHTS

You have the following rights, which you can exercise free of charge:

Access	The right to be provided with a copy of your Personal Information (the right of access)
Rectification	The right to require us to correct any mistakes in your Personal Information
To be forgotten	The right to require us to delete your Personal Information—in certain situations
Restriction of processing	The right to require us to restrict processing of your Personal Information—in certain circumstances, e.g. if you contest the accuracy of the data
Data portability	The right to receive the Personal Information you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations
To object	The right to object: —at any time to your Personal Information being processed for direct marketing (including profiling); —in certain other situations to our continued processing of your Personal Information, e.g. processing carried out for the



	purpose of our legitimate interests
Not to be subject to automated individual decision-making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you

For further information on each of those rights, including the circumstances in which they apply, please contact us or see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals' rights under the General Data Protection Regulation](#).

If you would like to exercise any of those rights, please:

- email, call or write to us — see below: '**How to contact us**'; and
- let us have enough information to identify you (*eg your full name, address and invoice or estimate reference number*);
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know what right you want to exercise and the information to which your request relates.]

9. KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures to prevent Personal Information from being accidentally lost, or used or accessed unlawfully. We limit access to your Personal Information to those who have a genuine business need to access it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

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

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.]

10. HOW TO COMPLAIN

We hope that we can resolve any query or concern you may raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or EEA) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

11. CHANGES TO THIS PRIVACY POLICY

This privacy notice was published on 31st July 2018 and last updated on 7th August 2018.



We may change this privacy notice from time to time—when we do we will inform you via our website (www.rackhamhousefloors.co.uk)

12. HOW TO CONTACT US

Please contact us by post, email or telephone if you have any questions about this privacy policy or the information we hold about you.

Our contact details are shown below:

Our contact details
<p>Postal address :</p> <p>Rackham Housefloors Ltd Mill Street East, Dewsbury, West Yorkshire WF12 9TA.</p> <p>Telephone No. 01924 455876</p> <p>Fax No. 01924 466513</p> <p>e-mail : sales@rackhamhousefloors.co.uk</p>