

# Privacy Notice

The General Data Protection Regulation and our updated Privacy Policy, May 2018

We believe, like all good businesses should, that the most important details though, are yours - and to keep the, or any information you may share with us as safe as possible, we've updated our privacy policy in line with the requirements set out by the 'GDPR', the General Data Protection Regulation.

We will only ever use the details you share with us to help make your viewing and product choice experience the best it can be, and absolutely nothing else. Solihull WDC Ltd who operates this website takes the privacy of its customers, existing and any possibly new one's very seriously.

Please read this policy in it's entirety to understand exactly how it could, or not affect you and how we will treat your personal information when you use our website or make any direct enquires to us. If this policy changes it will be 'date-stamped' on our website which you will clearly see, and will give you the opportunity to opt out (if at all applicable) of any changes which could or may affect you.

If you are at all concerned about how your (if any) information is used, you should check back at our website periodically, but we can however be contacted via e-mail at: [gdpr-privacypolicy@solihullwindows.co.uk](mailto:gdpr-privacypolicy@solihullwindows.co.uk)

What information do we collect?

If you use services on the website, we will require information about you to fulfil your request. This information may include, but is not limited to, details such as your name, an email address and in the main your contact number and possibly an address should you request a free no obligation quotation.

Should you by chance view our site by linking from another web page we 'do not' collect or store the name of that web page for purposes of internal administration or any other reason. We 'do not' collect general data about the movement of visitors through our site and we do not use any personal identifiable information, which could possibly be used to improve web site structure and content.

What are cookies and how do we use them:

Cookies are small amounts of information that are sent from a webserver to your browser and which are stored on your computer's hard drive of which could contain information as to the internet sites you have visited, or came from. Cookies are used to store and sometimes track information about you and to personalise your contact with us and our website.

Most website and mobile phone browsers automatically accept cookies but you can usually change your browser to prevent this, although you may not be able to access some parts of website without them.

**Please note, our website does 'NOT' use cookies or any other tracking devices such as Google analytics or other third party tracking software.**

## How do we use your information?

Should you submit your personal information via our website, we will use the information you give us within [www.solihullwindows.co.uk](http://www.solihullwindows.co.uk): To notify you occasionally about important changes to our site and possibly any new services. If you would rather not receive any such information, simply email our Data Protection Department at: [dataprotection@solihullwindows.co.uk](mailto:dataprotection@solihullwindows.co.uk).

We use return email addresses to answer any email enquiries, or online enquiry form submissions, as such, these details and email addresses, contact numbers or personal details are not used for any other purpose and are most certainly not shared with outside or third parties.

We do not sell, trade or rent any of the information we may get from you (the enquirer, existing customer or potential new customer) submitted via this website to others, or third parties. We may occasionally disclose information in special or certain cases when we have reason to believe that disclosing this information is:

reasonably necessary to comply with the law;

to enforce, enlighten, apply or update our terms of business;

protect our rights and those of our users;

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## Who do we share your information with:

We may provide your personal data to our service providers as displayed below, who provide certain business services for us and act as "processors" of your personal data on our behalf. In addition, we may disclose your personal data if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to protect the rights, property, or safety, of our business, our customers or others. This includes, in specific cases, exchanging information with other organisations for the purposes of fraud protection. We do not share any data we collect from you outside the European Economic Area (EEA).

Additionally, if or should you purchase any of our product ranges we would have a legal responsibility to provide details of your purchase to the following organisations for your own protection, assurances and warranties;

1) **DGCOS** would require your details as they issue the IBG (Insurance Backed Warranty) and we as a member of DGCOS organisation we have to register all of our contracts directly with them within 48 hours.

2) **ASSURE** issue on our behalf 'Building Control Certification' where applicable and in conjunction with DGCOS would require your contract details to fulfil their legal obligation.

## What security measures do we use?

All the data we collect from you (or viewers using) on our website is protected against unauthorised access, as this information is submitted via our 'Secure' and certified website and

encoded using SSL which means Secure Sockets Layer) technology before being sent over the internet.

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**You cannot send your personal credit card or banking detail information via our website,** and neither is any such financial or personal information stored on our computers, or made available to us or any third parties.

In addition, any information you supply to us as a customer is always stored in a secure paper-based database that is not directly connected to the internet. We have appropriate security measures in place in our physical facilities to protect against the loss, misuse or alteration of information that we have collected from you at via our website, directly in person or by a visit your property as requested.

How long we keep your personal data for?

We retain your personal data for no longer than is necessary for the purposes(s) for which it was provided. What this means in practice will vary between different types of data. When determining the relevant retention periods, we take into account factors including:

legal obligation(s) under applicable law to retain data for a certain period of time;

statute of limitations under applicable law;

potential or actual disputes; and guide lines issued by relevant data protection authorities;

Otherwise, we will securely destroy/erase your personal data from our paper-based and/or electronic systems when it is no longer needed.

Links to other websites owned and operated by third parties:

Our website contains hyperlinks to other websites owned and operated by third parties. This Privacy Policy does not apply to those other websites and we encourage you to read the privacy policy and statements on the other websites you visit, as they will govern the use of any personal data you provide when visiting those websites. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

How can you access, correct or delete your information?

Upon request we will provide you with information we hold or maintain about you. You can access this information by writing to us at our registered office: Regency Court, Unit 1C, 2A High St, Kings Heath, Birmingham, B14 7SW or emailing our Data Protection

Department: [dataprotection@solihullwindows.co.uk](mailto:dataprotection@solihullwindows.co.uk)

If you believe we hold incorrect information on or about you, we will correct it, or delete any such error immediately upon written request. Please contact our Data Protection Department for further assistance at: [dataprotection@solihullwindows.co.uk](mailto:dataprotection@solihullwindows.co.uk)

Your consent, by using our website you consent to the collection and use of the information you provide to us. If we change our privacy policy we will highlight the changes on this page accordingly. If you feel that our website is not following its stated 'Privacy Policy' in conjunction with The General Data Protection Regulation, you may contact us at our email address: [gdpr-privacypolicy@solihullwindows.co.uk](mailto:gdpr-privacypolicy@solihullwindows.co.uk)

If you are not satisfied with a satisfactory response, you may also write to and appeal to the Information Commissioner at: <http://www.dataprotection.gov.uk>

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#### Changes to this Privacy Policy/Notice:

This Privacy Policy was last updated on the 14th July 2020 and it may also be updated from time to time in the future, so you may want to check it each time you provide any personal data or contact details to us.

GDPR Privacy Policy by Solihull WDC Ltd, May 2018