

Privacy Policy

Walrow Kitchens and Somerset Worktops are trading divisions of Intrafit Ltd, trading at Unit 2 Evercreech Way, Highbridge, Somerset TA9 4AR. We gather and process your personal information in accordance with this Privacy Policy and in compliance with the relevant UK data protection regulations and laws. This Policy explains how we collect and process your data.

The registered office for Intrafit Ltd (04921354) is 20 Chamberlain St, Wells, Somerset BA5 2PF.

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 specified in this notice.

The personal data that we may collect from you is:

- *Name, company details if appropriate, 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 requesting a quotation from us*
- *Any other details and information that you choose to submit to us*

We collect information in these ways:

Online contact form

Direct email

Telephone Enquiries

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.

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/installed 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 Intrafit Ltd and its' trading divisions 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.

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.

Payment and Accounting

If you choose to pay by card, we use a recognised and fully compliant credit/debit card processing company for telephone and in person payments. The information we provide to them is your name, address and email address, together with your payment card details, which are never subsequently stored either by them or by us. Our accountants may use some of the data you provide to us while compiling annual accounts and tax information.

Delivery Services

We sometimes 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.

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: -

- 256bit SSL encryption so your data is always encrypted in transit
- Firewalls that restrict access and ban users that make repeated login attempts to website administration services.
- Monitoring of servers that house personal data
- Restricting access to personal data on a need to know basis by named employees and sub-contractors
- Password controls including regular changes
- Encryption of mobile devices

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 we manufacture your solid surface worktops we will keep your data for 10 years which is the period of warranty on the material and our workmanship.

Updated 15th May 2018