

ALAN GRICE

STAIRCASE COMPANY LTD

Timber Staircase Manufacturer

Privacy Policy

We are committed to safeguarding the privacy of our customers / website visitors; this policy sets out how we will treat your personal information.

1. What information do we collect?

We may collect, store and use the following kinds of personal data:

- (a) information relating to any transactions carried out between you and us or any other transactions you enter into through our website, by telephone, post or in person. This includes your name, address, telephone number and email address.
- (b) information about your computer and about your visits to and use of our website, including your IP address, geographical location, browser type, referral source, length of visit and number of page views.
- (c) information that you provide to us for the purpose of registering with us, or whilst completing any contact forms or information provided for the purpose of providing you with our goods and services.
- (e) any other information that you choose to send to us.

2. Using your personal data.

Personal data collected by us will be used for the purposes specified in this privacy policy or in relevant parts of the website. We may use your personal information to:

- a. contact you about your specific request
- b. administer the website.
- c. improve your browsing experience by personalising the website.
- d. enable your use of the services available on the website.
- e. send to you, goods purchased via the website, telephone or in person and supply to you, services purchased via the website, telephone or in person.
- f. send statements and invoices to you and collect payments from you.
- g. send you general (non-marketing) commercial communications.
- h. send you email notifications which you have specifically requested.

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- i. send to you [our newsletter and other] marketing communications relating to our business [or the businesses of carefully-selected third parties which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications)
- j. provide third parties with statistical information about our users – but this information will not be used to identify any individual user.
- k. deal with enquiries and complaints made by or about you relating to the website.

Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.

We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing.

Any website financial transactions are handled through our payment services provider, Paypal. You should only provide your personal information to Paypal after reviewing the Paypal privacy policy. We will share information with Paypal only to the extent necessary for the purposes of processing payments you make via our website.

3. Cookies.

A cookie consists of information sent by a web server to a web browser and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may use both “session” cookies and “persistent” cookies on the website.

We will use the session cookies to: keep track of you whilst you navigate the website.

We will use the persistent cookies to: enable our website to recognise you when you visit.

Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information

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4. Disclosures.

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose information about you:

(a) to the extent that we are required to do so by law.

(b) in connection with any legal proceedings or prospective legal proceedings.

(c) in order to establish, exercise or defend our legal rights including providing information to others for the purposes of fraud prevention and reducing credit risk.

(d) to the purchaser or prospective purchaser of any business or asset which we are or are contemplating selling. Except as provided in this privacy policy, we will not provide your information to third parties.

5. International data transfers.

Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy policy.

Information which you provide may be transferred to countries, which do not have data protection laws equivalent to those in force in the European Economic Areas (EEA).

In addition, personal information that you submit for publication on the website will be published on the internet and may be available, via the internet, around the world.

You expressly agree to such transfers of personal information.

6. Security of your personal data.

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will store all the personal information you provide on our secure servers. All electronic transactions you make to or receive from us will be encrypted. Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential. We will not ask you for your password. Personal information that we process for any purpose shall not be kept for longer than is necessary.

7. Policy amendments.

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

We may also notify you of changes to our privacy policy by email.

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8. Your rights

You may instruct us to provide you with any personal information we hold about you. Provision of such information may be subject to the payment of a fee (currently fixed at £10.00).

You may instruct us not to process your personal data for marketing purposes by email at any time. In practice, you will usually either expressly agree in advance to our use of your personal data for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal data for marketing purposes.

9. Third party websites

The website contains links to other websites and social media. We are not responsible for the privacy policies or practices of third party websites.

10. Updating information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

11. Contact – Data Controller

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email or by post to

Alan Grice Staircase Company Limited

Unit 1, Langley Road
Burscough Industrial Estate
Burscough
Lancashire
L40 8JR

Email: jason@staircasecompany.com

Tel: 01704 895197

12. How to complain

You have the right to complain to the Information Commissioners Office

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