



Design • Manufacture • Installation
NEW BUILD WINDOWS, DOORS & CONSERVATORIES



CUSTOMER PRIVACY NOTICE

Data Controller: Kevin McClure on behalf of Rooms & Views Manufacturing Limited, Rooms & Views Manufacturing (South Wales & West) Limited, Rooms & Views Installations Limited and Europlas PVCu Limited.

Registered Address: Unit 2 & 3, Catheralls Industrial Estate, Pinfold Lane, Buckley CH7 3PS.

The Company (we, us, our) collects and processes personal data relating to its Customers (and their Customers) to manage the relationship and ensure we can provide the high level of service expected of us. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

What information does the Company collect?

We collect and process a range of information about you. This includes:

Direct Customers: -

- your name, address and contact details, including email address and telephone number;
- our contract with you and any subsequent variations to that contract;
- details of key contacts with names, email addresses and contact telephone numbers;
- details of your orders and arrangements to supply and/or fit our products;
- details of any remedial works or after sales work required;
- payment details or invoices;
- bank details to make or receive payments;
- details of our correspondence with you;
- details of credit reference searches where appropriate;
- accident records.

Indirect Customers, Customers of Our Customers: -

- customer name, address and contact details, including email address and telephone number;
- details of your orders and arrangements to supply and/or fit our products.

Rooms & Views Manufacturing Ltd trading as 'Rooms & Views' Company Reg No. 03545030 VAT No. 692216823;
Rooms & Views Manufacturing (South Wales & West) Ltd trading as 'Rooms & Views' Comp Reg No. 10116741 VAT No. 241287222;
Rooms & Views Installations Ltd trading as 'Rooms & Views' Company Reg No. 08481321 VAT No. 221806143;
Europlas (PVCu) Ltd Company Reg No. 08861699 VAT No. 179510390
Registered address for all companies is Unit 2 & 3, Catheralls Industrial Estate, Pinfold Lane, Buckley CH7 3PS



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We may collect this information in a variety of ways. For example, data might be provided by you or our main contractor directly or collected through monitoring internal computer systems.

We may also obtain credit reference agency information.

We may also buy information about you or potential new customers generally from third parties including demographic information, marketing lists and publicly available information.

Why does the Company process personal data?

We need to process data to: -

- provide the product or service we have agreed to deliver and to ensure we are able to contact the necessary persons to meet this obligation;
- open credit accounts;
- respond to and defend against legal claims;
- to enable us to target specific communications to appropriate customers.

What do we do with it? What is the legal basis for this use?

We are careful to protect the data we collect and only use it for specific purposes: -

- We will collect, hold and process such data as is necessary to allow us to fulfil our contractual obligations both as customer and supplier;
- We will process such data when it is in our legitimate interests to do so, i.e. in the normal course of our trading relationship and when these interests are not overridden by your data protection rights;
- Communications for legitimate business interests and promotion of products which you may find of interest.

Who do we share it with?

We do not share your data outside of the Group of companies apart from where we have your express permission i.e. credit reference agencies or if there is a necessity to do so to deliver our contractual obligations.

Where is it stored?

Data will be stored in a range of different places, including internal filing systems and in other IT systems/workflow software (including our email system).

All data is stored within the UK / EU.

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How does the Company protect data?

We take the security of your data seriously. We have 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 our employees in the performance of their duties.

Where we engage third parties to process personal data on our 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 Company keep data?

We will hold your personal data for the duration of your time as a Customer and for such a time as to be able to support any warranties of products or fitting which could be up to 10 years from our last dealings with you. Such data will be reviewed annually to ensure out of date or irrelevant data is removed/updated.

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 us to change incorrect or incomplete data;
- require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where we are relying on our legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact Kevin McClure, Managing Director at kevin@roomsandviews.co.uk If you believe that we have not complied with your data protection rights, you can complain to the Information Commissioner.