

Privacy Notice

Who We Are

Bryan Thompson Windows Limited ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Bryan Thompson Windows Limited's registered office is at 33 Boston Road South, Holbeach, Spalding, Lincs and we are a company registered in England and Wales under company number 05666753. We are registered on the Information Commissioner's Office Register; registration number ZA349097, and act as the data processor when processing your data. Our designated Data Protection Officer/Appointed Person is Ashley Thompson, who can be contacted at ashley@btwindows.co.uk

Information That We Collect

Bryan Thompson Windows Limited processes 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 as specified in this notice.

The personal data that we collect from is: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- National Insurance Number
- Passport Number
- Driver's License Number
- Images via CCTV

We collect information in the below ways: -

Over the telephone or email when an appointment is made, *online form, website orders, employment CV's, Closed circuit security cameras.*

How We Use Your Personal Data (Legal Basis for Processing)

Bryan Thompson Windows Limited takes 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 purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. *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 to your preferred address*
- *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes*
- *We collect and share your details with our subcontractors for the purpose of providing the service requested*
- *For security purposes we have cameras installed at our offices inside and out.*

Your Rights

You have the right to access any personal information that Bryan Thompson Windows Limited processes 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 do so 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 (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

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 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. Bryan Thompson Windows Limited uses third parties to provide the below services and business functions; however, all processors acting

on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Bulley Davey Accountants

Bulley Davey have access to your personal details such as address, telephone numbers and email addresses for the purpose of completing our accounts and tax returns to meet our legal requirements. For staff members, all personal details we hold are available to Bulley Davey for the purpose of Payroll.

For more information about Bulley Davey please visit: <http://www.bulleydaveywm.co.uk/privacy-statement-and-cookie-policy>

FENSA And GGFI

We send your details to FENSA and GGFI via their online systems for installations as required by law and for guarantee purposes. More information can be found at:

<https://www.fensaknowledgehub.co.uk/Home/Privacy>

<https://www.ggfi.org.uk/privacy>

Safeguarding Measures

Bryan Thompson Windows Limited takes your privacy seriously and takes 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: -

Password protection of files, SSL, restricted access, IT authentication, firewalls, anti-virus/malware etc]

Transfers Outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. Bryan Thompson Windows Limited does not transfer or store any personal data outside the EU.

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Bryan Thompson Windows Limited however, as this information is required for us to provide you with our services, we will not be able to offer any of our services without it.

Legitimate Interests

As noted in the 'How We Use Your Personal Data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

We use the legitimate interests' legal basis for processing your data for the purpose of providing the services or quotations requested.

How Long We Keep Your Data

Bryan Thompson Windows Limited only ever retains 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. For the purpose of our guarantee period, your details will be kept for 10 years and then safely disposed of or deleted.

Lodging A Complaint

Bryan Thompson Windows Limited only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Bryan Thompson Windows Limited
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Consent

Bryan Thompson Windows Limited take your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our Privacy Notice.

Cookie Notice

A 'cookie' is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. When you visit a site that uses cookies for the first time, a cookie is downloaded onto your computer/mobile device so that the next time you visit that site, your device will remember useful information such as items added in the shopping cart, visited pages or logging in options.

Cookies are widely used in order to make websites work, or to work more efficiently, and our site relies on cookies to optimise user experience and for features and services to function properly.

Most web browsers allow some control to restrict or block cookies through the browser settings, however if you disable cookies you may find this affects your ability to use certain parts of our website or services. For more information about cookies visit <https://www.aboutcookies.org>.