

PRIVACY POLICY (4th January 2021)

1. Introduction

Carpet Services (Cardiff) Limited respects your right to privacy. This Privacy Policy explains the types of personal information we may collect about you when you interact with us. It also explains how we store and handle personal information, how we keep it safe, how you can exercise your privacy rights and how we combine data to build a picture of you.

If you have any questions or concerns about the use of your personal information, then please contact us using the contact details provided in this Privacy Policy headed "How to Contact us"

2. Who is Carpet Services (Cardiff) Limited and C S Flooring Solutions?

Carpet Services (Cardiff) Limited is a flooring supplier with a fitting service to the Retail and Contract sectors.

The company also trades under the name **C S Flooring Solutions** in the Contract Division of the business.

3. When do we collect personal information?

- To complete any forms
- To book an appointment
- To create an account with us
- Enquiries via our website
- Purchase a product or service in our retail shop or over the phone
- Contact us with an enquiry regarding a product or to raise a complaint
- Asking our staff to email you information about a product or service
- Have a third party permission to share personal information they hold on you or with us
- Use our warehouse parking areas, which has a CCTV system operating for the security of customers, colleagues and for the prevention of crime. These systems may record your image during your visit.

4. What personal information do we collect and why?

a) Information you provide voluntarily

When you purchase from our shop or warehouse or book an appointment, you will be asked your title, first name, surname, postal address, email address, telephone number, and payment information. This information is used to: -

- Process your request including sending estimates and order confirmation via email or text message or process payments due to us
- Contact you about your flooring, your order, account or credit status where required
- Contact you about your pet, your order, account or credit status where required
- Deliver safe and secure purchases by helping to prevent and detect fraud – to do this, we may need to disclose information to assist legal or debt recovery processes
- Speed up your form filling processes if you've registered online;

- Respond to any issues or queries via the customer service teams
- Notify you about changes to our service.

b) Information we collect automatically

When you visit our Websites or Apps, we may collect certain information automatically from your device. In some countries, including countries in the European Economic Area, this information may be considered personal information under applicable data protection laws.

Specifically, the information we collect automatically may include information like your IP address, device type, operating system, unique device identification numbers, browser-type, broad geographic location (e.g. country or city-level location) and other technical information. We may also collect information about how your device has interacted with our Websites and Apps, including the pages accessed and links clicked.

c) Information we obtain from third party sources?

From time to time, we may receive personal information about you from third party sources, but only where we have checked that these third parties either have your consent or are otherwise legally permitted or required to disclose your personal information to us.

If you have any questions about the third parties we obtain personal information from, please contact us using the contact details provided under the "How to contact us" heading below

d) Who do we share your personal information with?

We may disclose your personal information to the following categories of recipients:

- to other members of Carpet Services (Cardiff) Limited, **our third party service providers and business partners** who provide data processing services to us, or who otherwise process personal information for purposes that are described in this Privacy Policy or notified to you when we collect your personal information.

Examples of the kind of third parties we work with are:

- IT companies who support our Websites, Apps and other business systems;
- Manufacturers who provide product guarantees
- to any competent **law enforcement body, regulatory, government agency, court or other third party** where we believe disclosure is necessary
- as a matter of applicable law or regulation,
- to exercise, establish or defend our legal rights or apply our Terms and Conditions
- to protect your vital interests or those of any other person
- to any **other person with your consent to the disclosure.**
- Where we share your personal information with third party service providers and partners we apply a policy to ensure your personal information is safe and in order to protect your privacy. Our policy requires:
 - We provide only the information they need to perform their specific services.
 - They may only use your data for the purposes we specify in our contract with them.
 - We work closely with them to ensure that your privacy is respected and protected at all times.

If we stop using their services, any of your personal information held by them will either be deleted or rendered anonymous (subject to applicable law)

5. Legal basis for processing personal information

Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will normally collect personal information from you only

- where we need the personal information to perform a contract with you,
- where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms,
- where we have your consent to do so. In some cases, we may also have a legal obligation to collect personal information from you or may otherwise need the personal information to protect your vital interests or those of another person.

If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make clear to you at the relevant time what those legitimate interests are.

If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under the "How to contact us" heading [below](#)

6. Cookies and similar tracking technology

Unfortunately, the transmission of information via the Internet is not completely secure and we cannot guarantee the security of your data transmitted through our website. Any transmission is at your own risk. Once we have received your information we will use strict procedure to prevent unauthorised access.

Cookies are small text files which are transferred from our websites, applications or services and stored on your device. We use cookies to help us provide you with a personalised service, and to help make our websites, applications and services better for you.

Our cookies may be **session cookies** (temporary cookies that identify and track users within our websites, applications or services which are deleted when you close your browser or leave your session in the application or service) or **persistent cookies** (cookies which enable our websites, applications or services to "remember" who you are and to remember your preferences within our websites, applications or services and which will stay on your computer or device after you close your browser or leave your session in the application or service).

We use the following different types of cookies:

Strictly necessary cookies

These are cookies which are needed for our websites, applications or services to function properly, for example, these cookies allow you to access secure areas of our website or to remember what you have put into your shopping basket.

Performance cookies and analytics technologies

These cookies collect information about how visitors and users use our websites, applications and services, for instance which functionality visitors use most often, and if they get error messages from areas of the websites, applications or services. These cookies don't collect information that identifies a visitor or user. All information these cookies collect is aggregated and therefore anonymous. We only use these cookies to improve how our website, applications and services work.

Functionality cookies

These cookies allow our websites, applications and services to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

Targeting or advertising cookies

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operators' permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.

Web beacons and parameter tracking

We also use cookies and similar software known as web beacons to count users who have visited our website after clicking through from one of our advertisements on another website or in emails and to collect details of any products or services purchased. These web beacons collect limited information which does not identify particular individuals. It is not possible to refuse the use of web beacons. However, because they are used in conjunction with cookies, you can effectively disable them by setting your browser to restrict or block cookies.

IP Address and traffic data

We keep a record of traffic data which is logged automatically by our servers, such as your Internet Protocol (IP) address, device information, the website that you visited before ours and the website you visit after leaving our site. We also collect some site, application and service statistics such as access rates, page hits and page views.

We are not able to identify any individual from traffic data or site statistics.
Find out more about the individual cookies and analytics technologies that we use.

7. How do we keep your personal information secure?

We use appropriate technical and organisational measures to protect the personal information that we collect and process about you. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal information: -

- o Keeping your information up to date and accurate.
- o We require you to tell us if any of your details such as your name or address change
- o Having in place strict security procedures for the storage and disclosure of your information to prevent unauthorised access.
- o To ensure your credit, debit or charge card is not being used without your consent, we will validate name, address and other personal information provided during the order process.

8. Data retention

We retain personal information we collected from you where we have an on going legitimate need to do so (legal, tax or accounting requirements).

When we have no on-going legitimate business need to process your personal information, we will either delete or anonymise it or if this is not possible (for example because your personal information has been stored in back up archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

9. Your data protection rights

You have the following data protection rights: -

- o If you wish to access, correct, update or request deletion of your personal information, you can do so at any time by contacting us using the contact details under the "How to contact us" heading below
- o To object to processing of personal data or to ask us to restrict processing of personal information
- o If we have collected and process your information with your consent at any time, then you can withdraw your consent at any time
- o You have the right to complain to the data protection authority about our collection and use of your information.

10. Contacting the Regulator

If you feel that your personal information has not been handled correctly, or you are unhappy with our response to any request, you have the right to raise a complaint with the Information Commissioner's Office. You contact them by calling 0303 123 1113 or online www.ico.org.uk/concerns, or write to: -

Information Commissioners Office
Wycliffe House Water Lane
Wilmslow
Cheshire
SK9 5AF

11. Updates to this Privacy Policy

We may update this Privacy Policy from time to time in response to changing legal, technical and business developments. We will take the appropriate measures to inform you.

12. How to contact us

Data Controller

Sue Reid Email sue@carpet-services.com
Tel 0844 967 0870

Signed 

Date..... 4/1/21