

West End Stone Supplies Limited

Privacy, security and data protection for users

This guidance describes how and for what purposes we collect and use personal data from users. We will only collect data that is necessary and relevant to deliver samples or attend a site survey or installation.

How we will use your data

The information you give to us, will be used for which it was intended. We will not share your data and only use for the following:

- Contact you if we need to resolve a query or general communication during the order phase.
- Enable us to deliver samples, attend to complete a survey visit or during installation.
- Name & contact information will be added to quotes and invoices during the quotation & installation phase.

Your consent regarding the use of your information submitted via West End Stone Supplies Limited, Contact Us pages eg <http://www.westendstone.co.uk/contact-us-form> is given by your use of the website and any terms and conditions applicable to the particular contact us page you are accessing. We may be legally obliged to share your data upon receipt of a legitimate request, but we will only do so in accordance with the law.

Your data and third parties

We may share or discuss your data with appropriate parties but we will only do so in line with data protection requirements. It will not be possible to identify you or any other individual from such data.

How to opt out of disclosure of your information

If you would like to explicitly refuse consent for information to be shared, you should advise the staff of your wishes, you should contact West End Stone Supplies Limited, Customer Care on 0117 4031651 to discuss this request.

Where your data will be stored

Your data will be held by online third computer system(s) such as Toolkit Website servers <https://www.toolkitwebsites.co.uk> or Invoice2go <https://>

invoice.2go.com/en-gb/ company emails. Your data may also be backed up or archived within purpose-built, professionally managed, secure data storage facilities in the UK, which will be monitored 24 hours a day, 365 days of the year.

How we comply with the Data Protection Act 1998

West End Stone Supplies Limited has no intention to ever copy, sell, reproduce customer information with prior consent.

The Data Protection Act 1998 has eight main principles. These are listed below together with an explanation of how West End Stone Supplies Limited complies with these principles.

A summary of the data protection principles

1) Personal data shall be processed fairly and lawfully

West End Stone Supplies Limited will ensure that all information collected about you is processed fairly and lawfully.

2) Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes

West End Stone Supplies Limited has notified the purposes for which we will use your data.

3) Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed

We ask only for data that is to be used to provide you with information relating to the service required as stated above eg 'how we use your data'.

4) Personal data shall be accurate and, where necessary, kept up to date

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose, those purposes, or for the purpose of any future services provided by West End Stone Supplies Limited.

5) Personal data shall be processed in accordance with the rights of data subjects under this act

Your rights under the Data Protection Act 1998 are fully observed. If you feel that your rights are being contravened then you have full recourse to the Information Commissioner's Office.

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

6) Personal data shall be kept for no longer than necessary

We are legally required to keep some information for a certain length of time. It will be held for an appropriate period of time. For example, in the event that you had a complaint and we need to complete a follow up visit or we may need to check the information we held at the time of original order.

7) Personal data shall be protected against unauthorised or unlawful processing and against accidental loss, destruction or damage

We have various physical and technical security measures in place to prevent unauthorised access to your data, such as passwords on computer systems to which only our staff have access. Also our third party software systems suppliers have systems in place to prevent unexpected loss of your data, such as secure computer backup facilities.

8) Personal data shall not be transferred to a country or territory outside the European Economic Area (EEA) unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data

We abide by the high level of data protection regulation within the UK and consequently you can be assured that your information is processed in accordance with UK data protection principles.

Keeping your data up to date and requesting copies of the data held about you

If you would like to update your details for any reason, please contact West End Stone Supplies Limited, Customer Care on 0117 4031651.