

## PRIVACY POLICY

ST CROSS KITCHENS OF WINCHESTER LTD ARE COMMITTED TO PROTECTING AND RESPECTING YOUR PRIVACY.

This policy explains what personal data we hold about you and sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read it carefully to understand our practices regarding your personal data and how we will treat it. By visiting [www.stcrosskitchens.co.uk](http://www.stcrosskitchens.co.uk) you are accepting and consenting to the practices described in this policy.

### CONTACT DETAILS

For all matters relating to data protection (including but not limited to, questions, comments and requests regarding this privacy policy, or removal from our database) please contact Lucie Talbot using the details below:

St Cross Kitchens of Winchester Ltd  
Unit One Foresters Park  
Wellhouse Lane  
Headbourne Worthy  
Winchester  
Hampshire  
SO23 7JY

Telephone: 01962 877600  
Email: [lucie@stcrosskitchens.co.uk](mailto:lucie@stcrosskitchens.co.uk)  
Website: [www.stcrosskitchens.co.uk](http://www.stcrosskitchens.co.uk)  
Company Registration: 11673579

### TYPE OF INFORMATION WE MIGHT COLLECT

#### Information you give us:

You may give us information about you by filling in forms on our site [stcrosskitchens.co.uk](http://stcrosskitchens.co.uk) or by corresponding with us by phone, e-mail, post or in person.

This includes information you provide when you request a call back, request a design appointment or attend an appointment at our premises (address above).

The information you give us may include your name, mailer address, e-mail address and phone number, financial and credit card information and mobility description and requirements.

### HOW WE USE THIS DATA

#### We use information held about you in the following ways:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us
- to provide you with information about other products and services we offer that are similar to those that you have already purchased or enquired about
- to notify you about changes to our services

## DISCLOSURE OF YOUR INFORMATION

We may share your information with selected third parties including:

Agents, business partners, suppliers and sub-contractors for the performance of any contract we enter into with you where this is necessary for obligations to be carried out. We will make you aware of who we intend to give your details to for the purposes of providing quotations or information relating to our obligations.

## WHERE WE STORE AND PROTECT YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for our website provider.

In the event that we do transfer your personal data outside of the EEA, we will ensure there is an adequate level of protection for your rights and freedoms in relation to that data.

All information you provide to us is stored on secure servers which comply with GDPR regulations.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot always guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We will also store certain information relating to orders and plans at our offices. These will be held securely away from public access in locked offices.

## HOW LONG WILL WE KEEP IT FOR?

Your personal data will be retained electronically only for as long as necessary to fulfil the purposes for which the information was collected or as required by law. Files will then be deleted and/or shredded.

## YOUR RIGHTS

Under data protection law, you are entitled to access your Personal Data ("**the right to access**"). If you wish to make a request, please do so in writing addressed to Data Protection Requests, SCK, Unit One Foresters Park, Wellhouse Lane, Headbourne Worthy, Winchester, Hampshire, SO23 7JY.

A right to access your Personal Data means that you are entitled to a copy of the data we hold on you – such as your name, address, contact details, date of birth, etc.- but it does not mean you are entitled to the documents that contain this data.

Under certain circumstances, in addition to your right to access, you have these rights:

- **The right to be informed:** which is fulfilled by our making this Policy available and our explanation as to how we use your Personal Data;
- **The right to rectification:** You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **The right to erasure / 'right to be forgotten':** You have the right to ask us to erase your personal information. This right only applies in these circumstances:
  - where the Personal Data is no longer necessary as regards the purpose for which it was originally collected;
  - where consent is relied upon as the lawful basis for holding your data, and you withdraw your consent;
  - where you object to the processing, and there is no overriding legitimate interest for continuing the processing;

- that the personal data was unlawfully processed;
- where you object to the processing for direct marketing purposes.
- **The right to object:** you have the right to object to the processing of your personal data. This right only applies in these circumstances:
  - an objection to stop processing personal data for direct marketing purposes is absolute; there are no exemptions or grounds to refuse and we must stop processing for such purposes;
  - where you have an objection based on grounds relating to your particular situation;
  - we must stop processing your Personal Data unless:
  - we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms; or
  - the processing is for the establishment, exercise or defence of legal claims.
- **The right to restrict processing:** You have the right to ask us to restrict the processing of your information. When processing is restricted, we can store the data but not use it. This right only applies in these circumstances:
  - where you contest the accuracy of the Personal Data, we should restrict the processing until we have verified the accuracy of that data;
  - where you object to data processing which was necessary for the performance of a public interest or purpose of legitimate interests, and we are considering whether our legitimate grounds override your right;
  - where the processing is unlawful and you request restriction;
  - if we no longer need the data, but you require it to establish, exercise or defend a legal claim.
- Your right to data portability: You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

When contacting us please ensure that you provide relevant information to allow us to identify you and state the right or rights that you wish to exercise. We may need to contact you to request further information to verify your identity.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

## COMPLAINTS ABOUT THE USE OF PERSONAL DATA

If you wish to make a complaint about our handling of your Personal Data, you can contact us using the details above and we will investigate further.

You can also complain to the ICO if you are unhappy with how we have used your data.

Information Commissioner's Office  
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Helpline Number: 0303 123 1113

You can also contact the Information Commissioner's Office by visiting their website <https://www.ico.org.uk>

Our site may, from time to time, contain links to and from the websites of our suppliers, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back regularly to see any changes to our privacy policy.

## SOCIAL MEDIA

We have accounts with Facebook, Pinterest, Instagram and Linked In. All data collected through these channels will follow that specific channels privacy policy.

## COOKIES

In common with many other website operators, we use standard technology called 'cookies' on our website. Cookies are small pieces of information that are stored by the browser on your computer's hard drive.

We only use two types of cookies and these cookies are classed as 'Absolutely Necessary' for the functioning of our website. These cookies are 'ASP.NET\_SessionId' and "JSESSIONID". 'ASP.NET\_SessionId' stores a 'Session ID' which is used by Microsoft .NET Framework to deliver the web pages to the visitor.

These cookies expire at the end of sessions which is when a visitor to our site then goes to another website or closes their browser window.

Because they does not remain on the computer, no data is retained and this means consent is not required.