

Privacy Policy for Clients

1. Introduction

Change Of Style Granite & Stone Ltd “The Company” collects, stores and processes data relating to its Clients in order to manage the Client’s relationship. This privacy notice sets down how the Company collects and uses Clients’ information during and after their working relationship with us.

This privacy notice applies to current and former Clients and contractors. This notice does not form part of any contract to provide services and may be updated at any time.

The Company is committed to protecting the privacy and security of Client information. The Company is committed to being clear and transparent about how it collects and uses that data and to meeting its data protection obligations.

The Company uses SSL certificates on our websites to ensure Client data is encrypted and protected.

2. Data Protection Principles

The Company will comply with data protection law. This means that the Client’s information we hold about you must be:

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that we have explained to you clearly and not used in any way that is incompatible with these purposes;
- Relevant to the purposes we have told you about and limited to those purposes only;
- Accurate and kept up to date;
- Kept only for such time as is necessary for the purposes we have told you about; and
- Kept securely.

3. What Information Does the Company Collect and Process?

The Company collects and processes a range of Client information. Clients data means any information about a Client from which the Client can be identified. This includes:

- Client’s contact details, such as their name, title, address and contact details, including email address and telephone number;
- Details of the client’s order and after sales service information;

Under no circumstances will we hold sensitive details of Credit Card Details;

The Company collects this information in a variety of ways. For example, data is collected through the Website.

Data is stored in a range of different places, including in the Client’s file and in other IT systems (including the Company’s email system).

4. Why Does the Company Process Client Data?

The Company needs to process Client data to enter into a contract with them and to meet its obligations.

In addition, the Company needs to process Clients' data to ensure that we are complying with our legal obligations.

In other cases, the Company has a legitimate interest in processing Clients data before, during and after the end of the contract.

5. Situations In Which We Will Use Client Information

Situations in which we will process Client information are listed below:

In order to:

- Process their order, to provide after-sales service;
- Take payment for the service/product provided;
- Comply with legal requirements;

6. For How Long Do You Keep Data?

The Company will only hold your personal data for as long as is necessary to fulfil the purposes we collected it for, including any legal, accounting or reporting requirements.

7. Who Has Access to Data?

Clients' information will be shared internally with the Company Secretary, Office Administration, and Workshop Management.

The Company will not transfer your data to countries outside the European Economic Area.

8. How Does The Company Protect Data?

The Company takes the security of Clients data seriously. The Company has internal policies and controls in place to prevent Clients data being lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Details of these measures are available on request.

When the Company engages third parties to process personal data on its 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.

9. Your Duty to Inform Us of Changes

It is important that the Client's information we hold is accurate and current. Clients are asked to be sure to keep us informed if the information changes during the term of the contract.

10. Your Rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a "data subject access request");
- require the Company to change incorrect or incomplete data;

- request erasure of your information. This enables you to ask the Company to delete or stop processing the data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing; and
- ask the Company to suspend the processing of your data for a period of time if data is inaccurate or there is a dispute about its accuracy or the reason for processing it.

If you would like to exercise any of these rights, or you have any questions about the privacy policy, please contact The Company Secretary.

This Privacy Policy covers this website. Any other websites which may be linked to by our website are subject to their own policy, which may differ from ours.