CUSTOMER & SUPPLIER PRIVACY POLICY
(General Data Protection Regulation)

1. Overview

We are Nathan Campling Specialist Flooring & Walling Ltd (trading as Eden Flooring & Interiors), a UK limited company registered in England and Wales (No. 7452660). In this document Nathan Campling Specialist Flooring & Walling Ltd will sometimes be referred to as "we".

This Privacy Notice provides you with information about how we process, or are intending to process, personal data we collect from or about you, or that you provide to us, and what your legal rights are as an individual.

We hope you'll take some time to read this document; we've tried to keep it all as simple as possible and we will keep you informed if there are any changes to the way we process your personal data in the future, before making them.

Nathan Campling Specialist Flooring & Walling Ltd is committed to protecting and respecting your privacy and complying with data protection laws. We do advise you get to know our practices, and if there's anything in this policy you don't understand or if you want to ask any questions, please feel free to contact us using the details at the end of this document.

2. Why do we collect personal data?

We may process personal information from our customers and suppliers for the following purposes:

- To provide you with goods and services you are looking for
- To improve the quality of the services we offer, and to better understand our customers' needs
- To request feedback and reviews
- To allow us to understand the scale and range of our customer base
- To recognise when customers re-engage with our services
- For accounting purposes

We may process your personal information in connection with:

- Our website flooringcornwall.com
- Our social media pages – Twitter, Instagram & Facebook
- Phone calls between us and you; and
- Any other interactions including face-to-face meetings and other forms of communication between us and you (for example if we meet with you at events, exhibitions and meetings, or when we contact each other by e-mail)

We shall not process any personal data that is not directly relevant to the above stated purpose.

3. What kind of data do we process?

The data we collect for the above purposes may include some or all of the following:

- Your full name
- Your billing and/or delivery address
- Your home/ office and/or mobile telephone number
- Your email address
- Your bank or payment details
- Your VAT information
- Details regarding access to your property for delivery of goods/ services
- Your IP address
- How you use our website

4. The Conditions of Use

Contractual Necessity

Nathan Campling Specialist Flooring & Walling Ltd may be required to process your personal information in order to deliver on the terms of a contract between us and yourself, or it may be to deliver on the terms of a contract that is not yet in place but where there is an intention that it soon shall be.

Legitimate Interests

Nathan Campling Specialist Flooring & Walling Ltd may process your personal data for certain legitimate business interests which include some or all of the following:

- To identify and prevent fraud
- To enhance the security measures in place that protect data we are responsible for
- To provide reference information to third party organisations where you request us to do so
- To provide reference information to third party organisations where you request us to do so
- To investigate any future insurance claims
- To protect the company's assets
- To provide you with goods and services you are looking for
- To improve the quality of the services we offer, and to better understand our customers' needs
- To request feedback and reviews
- To allow us to understand the scale and range of our customer base

- To allow us to support and maintain our products in active service
- To recognise when customers re-engage with our services

Where we are processing your data for the above reasons we shall always hold your data rights paramount. You have the right to object to this processing if you wish, more details can be found below on objecting to processing.

5. Information we collect automatically

We may automatically collect and use personal information about you from your device using cookies and similar tracking technologies, such as web-beacons, when you visit our website.

6. Information you provide voluntarily

You may voluntarily provide us with personal information in the following ways:

- **Ordering samples and products –** we will ask you for your personal information if you request samples or products, so that we can process your request. If permitted by law, we may use your contact information to enquire about your requirements and to send you information about products that you may be interested in.
- **Obtaining quotes –** we collect details about you, including your name, email and postal address and telephone number when you request a quote.
- **Orders –** if you accept a quote and place an order, then we will collect the above information from you, in order to fulfil the order.
- **Contact Us –** you may contact us with queries, feedback, references, comments or complaints regarding our products and services. You may contact us by email, phone, post or via our website Contact Us form. We will use any details which you provide to us (including your name, email address, telephone number) to investigate and resolve your query or complaint and to improve our service in the future.
- **Events, exhibitions and meetings –** when we meet you at events, exhibitions or meetings, you may provide us with your contact details and information about you, your business and your requirements. We will use this information as part of our business records to contact you following our meetings and to send you marketing about our products and services if you ask us to or if the law permits us to.

7. Who will we share your information with?

In order to achieve the above stated purposes for which we will process your personal data, we may need to share this information with various third-party organisations such as:

- Product suppliers or manufacturers (e.g. where we have ordered samples on behalf of a customer)
- Sub-contractors necessary to deliver goods or services
- Our legal and other professional advisers, including our accountancy practice, in order for them to advise us and to our insurers and insurance brokers in the event of a claim or to manage or administer our insurance policies.
- To any other person with your consent to the disclosure

Nathan Campling Specialist Flooring & Walling Ltd will never share your personal data with Third-Parties that intend to use it for their own purposes.

No third party we employ (who must have access to our data in order to perform their function) will be allowed to use any of that data for any purpose unrelated to the purposes stated above.

8. Where is my data going to be kept?

We employ appropriate technical and organisational security measures to protect your Personal Data stored in our systems from unauthorised access, improper use or disclosure, unauthorised modification or unlawful destruction or accidental loss. Personal Data may only be accessed by authorised persons within our organisation, or by authorised third parties who are required to fulfil our services/obligations. However, it is important to remember that no web based platform can be 100% secure and we cannot be held responsible for unauthorised or unintended access that is outside our control.

If we become aware of any breach of your personal information, we will take steps to promptly assess and remediate the breach. Where appropriate, and in accordance with our legal obligations, we may also take steps to notify you about the breach, in particular where we believe that the breach has resulted in a high risk to your rights and freedoms.

9. How long will we keep your data for?

We will keep your personal data only for as long as the purposes it has been gathered for, in line with this privacy policy, have expired, or until you request we delete the data and we have no relevant legal basis to use it. In some circumstances we may retain personal information for longer periods of time, for instance where we are required to do so in accordance with legal, tax and accounting requirements, or so that we have an accurate record of our communications/dealings between us in the event of any complaints or challenges.

10. Your Rights, Our Responsibility

You have the following rights in respect of your personal information: We'd like you to know that at Nathan Campling Specialist Flooring & Walling Ltd we take your rights

seriously and will always conduct ourselves in a way that is considerate of our responsibility to serve your legal rights.

The Right of Access

This grants you the right to confirm whether or not your personal data is being processed, and to be provided with all the relevant details of what those processing operations are.

If you would like access to the personal data we have about you, we ask that you contact us by emailing to: contact@edenflooringandinteriors.com

The Right of Erasure (‘Right to be Forgotten')

You have the right to request that we erase all personal data we have about you, and we must respond to that request without undue delay. There are some conditions that apply with this right, but we will make every attempt to respond to a ‘Right to be Forgotten' request within 30 days or receiving it. If you request that we erase all personal data we have about you, we will not be able to provide you with goods, service or information previously provided to you.

The Right to Rectification

This one is fairly straight forward; if you notice that the data we have about you is inaccurate or incomplete, you may request we rectify the mistake. We will make every effort to respond to requests of this type immediately.

The Right to Restriction

You have the right to have us restrict the processing of your personal data and ensure that processing only takes place with your consent or for legal purposes.

The Right to Objection

The right to object is a basic freedom all democracies enjoy. If you wish to object to the way we use, or have used, your personal data you may do so freely.

The Right to Portability

This is a legal right afforded to you that most companies already provide; it basically states that if you request it, we must pass on all of the details you have given to us to another provider of your choosing.

The Right to Complain

We will always try to maintain the highest standards and encourage the confidence our customers have in us as an organisation. In order that we can achieve this we do request that any complaints be first brought to our attention so we can properly investigate matters; if however you would like to complain about Nathan Campling Specialist Flooring & Walling Ltd to a supervisory authority you may do so by contacting the Information Commissioners Office on 0303 123 1113, or anyone of the other reporting methods listed on their website - https://ico.org.uk/concerns

We will respond to and manage any requests which you make in relation to the rights set out above in accordance with data protection laws. Please note that we may request proof of identity, and we reserve the right to charge a fee where permitted by law, for instance if you request is manifestly unfounded or excessive.

11. Our contact details

If you wish to get in touch with Nathan Campling Specialist Flooring & Walling Ltd to speak with our Data Protection representative, please do so with any of the below contact details:

Data Protection Representative
Nathan Campling Specialist Flooring & Walling Ltd
RMD House – Unit 4
United Downs Industrial Estate
St Day
Redruth
TR16 5HY

T: 01209 820923

@: contact@edenflooringandinteriors.com

This policy is subject to review, monitoring and revision.