

PRIVACY POLICY

NOTICE & DEFINITIONS

The policy: This privacy policy notice is served by Anderson Roofing Supplies Limited under the website www.yourroofingshop.co.uk. The purpose of this policy is to explain to you how we control, process, handle and protect your personal information through the business and while you browse or use this website. If you do not agree to the following policy you may wish to cease viewing / using this website, and or refrain from submitting your personal data to us.

Policy key definitions:

"I", "our", "us", or "we" refer to the business, [Anderson Roofing Supplies Ltd]

"you", "the user" refer to the person(s) using this website.

GDPR means General Data Protection Act.

PECR means Privacy & Electronic Communications Regulation.

ICO means Information Commissioner's Office.

Cookies mean small files stored on a users' computer or device.

INTRODUCTION

Anderson Roofing Supplies Limited is committed to protecting your privacy & security.

This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information.

Changes in the regulations which govern how we can communicate with our customers and a new regulation on personal data (the UK / EU General Data Protection Regulation) came into force on 25.05.18.

This original approach relies on you giving us your consent about how we can contact you. This means you will have the choice as to whether you wish to receive marketing communications (such as emails from us) or not.

If you would like to change your decision regarding accepting marketing communications from us, change your details, or to be advised of what details we hold about you, please contact us (between 7.30am and 4pm) on 0118 978 6468 or email us at wokingham@andersonroofing.org.uk.

We will never sell your personal data and will only ever share it with partner organisations where necessary and only if its privacy and security are guaranteed.

Wokingham Branch

Unit 1 Warren Farm, Forest Road
Wokingham, Berkshire, RG40 5QY
T: 0118 978 6468 | wokingham@andersonroofing.org.uk

Camberley Branch

Unit 7 Lawrence Way, Stanhope Road
Camberley, Surrey, GU15 3DL
T: 01276 535081 | camberley@andersonroofing.org.uk

WHAT INFORMATION DO WE COLLECT AND HOW IS IT USED?

We collect data you provide to us. This includes information you give when registering for marketing communications, placing an order, or communicating with us.

For example:

- personal details (name, email, address, telephone etc.)
- financial information (general payment information such as the payment method used).
- please note that we are not forwarded any specific information (such as account number, card number, sort code etc) by the payment provider used to make the payment (e.g., Sage Pay or PayPal)
- to maintain customer service standards and to assist staff training, we may record and monitor incoming calls.

WHAT NON-PERSONALLY IDENTIFIABLE INFORMATION DOES THE COMPANY COLLECT AND HOW IS IT USED?

The Company collects and tracks certain non-personally identifiable information, including, but not limited to, IP numbers and browser type, access times, domain names, usage habits and other information which does not specifically identify any individual.

The Company may use and disclose non-personally identifiable information for any number of reasons, including but not limited to, working with business partners, and improving our web site and services.

Information that you voluntarily share with us will only be used for the following purposes:

- processing your order (whether placed online or in person)
- supplying your order.
- reviewing our service.
- marketing by Anderson Roofing Supplies Limited (which may include telephone, SMS, and email communications) about exclusive offers, new products, or industry news that we feel that you may be interested in.
- complying with a legal duty or obligation for our own (or a third party's) lawful interests, provided your rights do not override these.
- to help us to respect your choices and preferences (e.g., if you ask not to receive marketing material, we will keep a record of this).
- enable you to participate in interactive features of our service when you choose to do so.
- provide products/services that have been requested by you.
- respond to other inquiries or requests by you.

You agree that we may disclose your identity and contact details to

- any third party who claims to us that any material posted or uploaded by you to our site constitutes a violation of their intellectual property rights or their rights of privacy.
- other companies and organisations for the purposes of fraud protection and credit risk reduction.
- other companies for the purposes of fulfilling and / or delivering order made by you.

HOW AND WHERE WE STORE YOUR DETAILS

Your details are stored electrically on remote servers based in the UK and the EU and are protected by complex security protocols to prevent unauthorised access by unauthorised persons and against unlawful processing, accidental loss, destruction, and damage as far as is reasonably possible.

Electronic data and databases are stored on secure computer systems, and we control who has access to information (using both physical and electronic means).

Some organisations which provide services to us may transfer personal data outside of the EEA, but we will only allow them to do so if your data is adequately protected.

For example, some of our systems use Microsoft products. As a US company, it may be that using their products results in personal data being transferred to or being accessible from the US. However, we will allow this as we are certain personal data will still be adequately protected (as Microsoft is certified under the USA's Privacy Shield scheme).

The Company requires that our advertisers and partners ensure the security of the data that users provide to them, however, in the event of a breach of their security measures, you agree that the Company will not be liable for any losses or damages.

HOW LONG DO WE STORE YOUR INFORMATION FOR?

We will only use and store information for so long as it is required for the purposes for which it was collected.

How long information will be stored for depends on the information in question and for what it is being used.

For example, if you ask us not to send you marketing emails, we will stop storing your email address for marketing purposes (though we will keep a record of your preference not to be emailed).

We continually review what information we hold and delete what is no longer required.

We do not store payment card information.

WHO HAS ACCESS TO YOUR DETAILS?

The Company limits access to personal information about users to:

- employees, for whom we reasonably believe it is necessary, to provide products or services.
- external IT suppliers and partners working for us only in a capacity of maintaining / providing the IT infrastructure that your details are stored or processed on.
- manufacturers and / or distributors for the purposes of fulfilling orders.
- third party logistics suppliers for the purposes of delivering your order.
- we may share personal data with subcontractors or suppliers who provide us with services.

For example, if you order something from us at www.yourroofingshop.co.uk, your name and address will be shared with the delivery company.

However, these activities will be conducted under a contract which imposes strict requirements on our supplier to keep your information confidential and secure.

YOUR DATA

We want to ensure you remain in control of your personal data.

Your legal rights are as follows:

- you have the right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request).
- you have the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason).
- you have the right to have inaccurate data rectified.
- you have the right to object to your data being used for marketing or profiling
- you have the right to be advised as to what personal data you have provided to us which we process automatically based on your consent or the performance of a contract.
- this information will be provided in a common electronic format.
- you also have the right to complain to the ICO (www.ico.org.uk) if you feel there is a problem with the way we are managing your data.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

PAYMENT SECURITY

All electronic payment forms on payment gateways (such as Barclaycard, Sage Pay and PayPal) that request financial data will use the Secure Sockets Layer (SSL) protocol to encrypt the data between your browser and our servers.

When you use a credit or debit card to purchase goods or services on our website, you leave our website to conduct the transaction, which is resolved on the payment gateway website to ensure the highest levels of security during the transaction.

Anderson Roofing Supplies Limited complies with the payment card industry data security standard (PCI-DSS) published by the PCI Security Standards Council and will never store card details.

We cannot guarantee the security of your device (pc, laptop tablet or smartphone), wi-fi connection, data connection or the internet, and any online communications (e.g., information provided by email or our website) are at the user's own risk.

COOKIES

We use cookies on this website to provide you with a better user experience. We do this by placing a small text file on your device / computer hard drive to track how you use the website, to record or log whether you have seen messages that we display and to keep you logged into the website where applicable.

Some cookies are required to enjoy and use the full functionality of this website.

We use a cookie control system which allows you to accept the use of cookies, and control which cookies are saved to your device / computer. Some cookies will be saved for specific time periods, where others may last indefinitely. Your web browser should provide you with the controls to manage and delete cookies from your device, please see your web browser options.

For further information, visit allaboutcookies.org.

WHAT TYPES OF COOKIES DO WE USE?

There are distinct types of cookies. However, our website uses the following:

Functionality cookies are essential for the functionality of this site, while others help us to improve your experience by providing insights into how the site is being used.

Necessary cookies enable core functionality such as page navigation and access to secure areas. The website cannot function properly without these cookies and can only be disabled by changing your browser preferences.

We also use Google Analytics. These cookies are used to collect information about how visitors use our site. The information is used to compile reports that let us improve the site. The information is collected in anonymous form, including the number of visits to this site, how you arrived at the site, and which pages you visited.

Most web browsers allow some control of most cookies through the browser settings.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.

The Company does not use cookies to store information such as credit card numbers, telephone numbers, or other information you provide.

This Privacy Policy only covers the use of cookies by Anderson Roofing Supplies Limited. It does not cover the use of cookies by any other third-party or advertisers.

LINKS TO OTHER SITES

The Company web site may contain links to various third-party web sites and the external web sites of our advertisers and/or third-party partners. Each of these web sites may have a privacy policy that differs from that of the Company.

This Policy does not cover the privacy policies of other web sites.

We strongly encourage you to check the privacy policies of each web site that you may visit or interact with.

The only voluntary information that may be shared between Company and one of our partner web sites is that which pertains to information used in the furtherance of tracking an order and providing you with correct information regarding same.

We are not responsible for the content or functionality of any of these external websites (but please do let us know if a link is not working).

If an external website requests personal information from you (e.g., in connection with an order for goods or services), the information you provide will not be covered by Anderson Roofing Supplies' Privacy Policy.

We strongly suggest you read the privacy policy of any website carefully before providing any personal information.

When purchasing goods or services from any of the businesses that our site links to, you will be entering into a contract with them (agreeing to their terms and conditions) and not with Anderson Roofing Supplies Limited.

The Company is not responsible for removing personally identifiable information from the lists of any third-party partner or advertiser who has previously been provided your information in accordance with this Policy.

WHERE IS THE WEB SITE LOCATED?

The Company web site is maintained in the United Kingdom.

If you are located outside of the U.K., by using the web site, you authorise the import of your information and its use, as specified in this Policy.