

Privacy Policy

Northern Joinery Ltd are committed to protecting and respecting your privacy. This privacy policy (including any other documents referred to in it) sets out the basis on which we process any personal data that we collect from you or about you that you provide to us. By processing, we mean collect, use, store, delete and otherwise manipulate or access personal data.

Please read the policy carefully to understand our practices regarding personal data and how we will treat it.

Northern Joinery Ltd will process your personal data in accordance with the law. For the purposes of data protection legislation, we are the data controller and we will process your personal information in accordance with General Data Protection Regulations (GDPR) and Data Protection Act 2018.

Definitions

In this data protection declaration, we use the following terms:

- a) Personal data - means any information relating to an identified or identifiable natural person ("data subject"). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
- b) Data subject - is any identified or identifiable natural person, whose personal data is processed by the controller responsible for the processing.
- c) Processing - is any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
- d) Restriction of processing- is the marking of stored personal data with the aim of limiting their processing in the future.
- e) Profiling - means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements.
- f) Pseudonymisation - is the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.
- g) Controller or controller responsible for the processing - is the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.

h) Processor - is a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

i) Recipient - is a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

j) Third party - is a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

k) Consent - of the data subject is any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

Personal information we collect

The personal information that we collect about you may include;

- Name
- Email address
- Address for delivery and invoicing of staircase
- Telephone number
- Bank details to process your order
- Information about how you use our website.

How will we use the information that we collect about you?

Northern Joinery will collect information about you when you provide it to us, such as through the use of our website and its features, when you contact us directly by email, phone, in writing and place orders with us. The information we collect will be;

- To process your order
- Internal record keeping
- To improve our products and services
- Protecting our business interests including for the purpose of credit checks, fraud prevention and debt recovery
- In connection with any legal or potential legal disputes or proceedings

We will not share your information for marketing purposes with companies outside Northern Joinery Ltd. Where permitted or authorised by law to do so, we may also receive information from you, third parties such as affiliates, business partners, credit and fraud checking agencies. We also collect information about your use of our website. Northern Joinery may share your information with third parties which are either related to or associated with us, such as suppliers, contractors and delivery agents in order to commit to and complete your order.

You will be advised where it is necessary for us to share this information in order to complete your order.

Where is the information that we collect about you stored?

1. Placing an order with us

When placing an order with us for a staircase your information will be used to manufacture and deliver your product, the information is stored on our secure database and any paperwork relating to the order will be kept in an order specific file.

2. When you visit our website

When you visit our website a series of general data and information may be collected and stored on our server files. This may include for example the type of device you have used to access our site, the date and time of when you browsed and an internet protocol address (IP address).

Our website contains information that enables a quick electronic contact to us, as well as direct communication with us, which also includes a general address of the so-called electronic mail (e-mail address). If a data subject contacts the controller by e-mail or via a contact form, the personal data transmitted by the data subject are automatically stored. Such personal data transmitted on a voluntary basis by a data subject to the data controller are stored for the purpose of processing or contacting the data subject. There is no transfer of this personal data to third parties.

3. Social Media

If you contact us via social media your details will be held on our social media accounts.

Our website offers you the opportunity to 'like' or 'share' information about Northern Joinery on your social media networks. We also maintain pages on some of the largest social media networks.

Sharing your personal data with a social media network may result in that information being collected by the social network provider or result in that information being made publically available.

Northern Joinery cannot control or endorse any policies or practices of external social media networks whose functionality you may access through our website. You should always read the privacy policy, and check your privacy settings, on any social media network through which you might share information over.

4. Email

If you contact us via our website by submitting an email, your information will be held in our Outlook Mailboxes.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Name and Address of the Data Controller;

Controller for the purposes of the General Data Protection Regulation (GDPR), other data protection laws applicable in Member states of the European Union and other provisions related to data protection is:

Angela Broadbent
Northern Joinery Ltd
Daniel Street
Whitworth
Rochdale
OL12 8DA
Telephone: 01706 852345
Email: gdpr@northernjoinery.co.uk

The data controller shall process and store the personal data of the data subject only for the period necessary to achieve the purpose of storage, or as far as this is granted by the European legislator or other legislators in laws or regulations to which the controller is subject to.

If the storage purpose is not applicable, or if a storage period prescribed by the European legislator or another competent legislator expires, the personal data are routinely blocked or erased in accordance with legal requirements.

Rights of the data subject

Subject to certain conditions and in certain circumstances you have right to;

- Request access to your personal information (data subject access request)
- Request rectification of your personal information (to have any inaccurate or incomplete personal information we hold about you are correct)
- Request the erasure of your personal information (delete or remove your personal information where there is no compelling reason for its continued processing)
- Restrict the processing of your personal information (ask us to suspend the processing of personal information)
- Object to the processing of personal information (enables you to ask us to stop processing your information where we are relying on the legitimate interests of the business as our legal basis for processing and there is something relating to your particular situation which makes you decide to object to processing on this ground)
- Data portability - gives you the right to request the transfer of your personal information to another party so that you can cross reuse it across different services for your own purpose.

Please send any requests relating to the above to GDPR@northernjoinery.co.uk specifying your name and the action you would like us to undertake.

How long we store your personal data

We will store your data for no longer than necessary, taking into account the following;

The purpose for the information, such as whether it is necessary to continue to store information in order to continue to perform obligations under a contract or for your legitimate interests;

Whether we have a legal obligation to continue to process your information, such as any record-keeping obligations imposed by law;

Whether we have any legal basis to continue to process your personal information, such as your consent.

Transfer of your personal data to other countries

We will not transfer your data to any other countries

Complaints

If you believe that the company has not complied with your data protection rights, you have the right to make a complaint to the Information Commissioner's Office (ICO) at any time. The ICO is the UK supervisory authority for data protection issues. <https://ico.org.uk/make-a-complaint/>

Any data breach found by the company shall be reported to the ICO within 72 hours of identifying the particular breach.