

Stokesley Hardware Co Ltd (Terry Dicken Business Park) care about your data. We will only use your personal information to administer your account to provide the products, services and information you have requested from us.

This privacy policy sets out how we use any personal data you provide to us.

What personal information do we collect about you?

Personal information we may collect and process about you includes:

- Contact information for example name, address, telephone numbers and email addresses.
- Any other personal information you may provide to us in the process of us providing you with our services by communicating to us.
- Financial information such as payment related data or bank account details.

How do we collect information about you?

We may collect information from you in a number of ways:

- In person.
- Communication via telephone, email or post.
- When you sign up through our website or portals to be included on our mailing list, contact forms or looking at purchasing a product or service.

How we use the information we collect about you?

We use the information collected in a number of ways including:

- To provide you with quotations, invoices and statements.
- To provide you with the information requested or information relevant to the Business Park.
- To fulfil a contract.
- To carry out remedial or guarantee work.

Who do we share your information with?

We do not share information we collect about you with third parties with the exception of:

- Providing relevant workers, contractors or suppliers with your details to implement deliveries, warranties, repairs and services.
- Providing utility companies with your details for example Hambleton District Council, utilities etc.

Retention periods

Your personal information will be kept for as long as necessary to fulfil the purpose for which it was collected, to meet any legal requirements or to satisfy any reporting, accountancy or contractual needs.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your information, please email or write to us at the address shown in the **How To Contact Us** section of the privacy policy.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Storage of your information

We store information collected from you in paper files, on computers and on an automation platform called weMAP.

The computers and platform are password protected and paper files are locked away.

Backup of your information

We backup the information we use in a number of ways:

- We back up hard drives stored in secure cabinets inside our facility with 24/7/365 CCTV security.
- We use a backup platform through HFC Systems. Please see their privacy policy on their website at <https://www.homefixcomputers.com> .
- The platform, weMAP, have their own backup system. Please see their website for their privacy policy at <http://www.wirelesseconomics.com> .

Marketing

All information we hold is for existing customers or prospective customers who have enquired about our services and products.

We may send you brochures, information, quotations, invoices and statements by method of a platform called weMAP, by Gmail and by post. The platform weMAP automatically suppresses email addresses if a number of emails have been sent and left unopened.

Each email sent by weMAP has the option to unsubscribe.

Cookies

Our website uses cookies to track the use of it. Cookies are text files placed on your computer to collect standard internet information and log visitor behaviour information. The information is to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result

Other websites

Our website contains links to other websites. This privacy policy only applies to our website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under review and we will place any updates on our website www.terrydickenbusinesspark.co.uk
This privacy policy was last updated on 23/05/18

Making complaints

We hope that we can resolve any query or concern you may raise about our use of information. We ask that before any complaints are lodged with the ICO, that you contact us first to try and resolve any issues you may have.

The Information Commissioner Complaints can be contacted at <https://ico.org.uk/concerns> .

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you.

Email: stokesleyhardware@gmail.com

In writing to:

Stokesley Hardware Co Ltd

Unit 6

Roseberry Court

Ellerbeck Way

Stokesley, TS9 5QT