

PRIVACY NOTICE FOR WORCESTER GARAGE DOOR CUSTOMERS AND PROSPECTIVE CUSTOMERS

This notice applies to you if you are an individual customer (including a sole trader or partnership) of ours who has either purchased our services/products or has contacted us for a quotation which requires a survey for a garage door(s). For the purposes of this notice Worcester Garage Doors is both the controller and processor of your data. We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we are not required to do so by law.

We are committed to respecting your privacy. This notice is to explain how we may use the personal information we collect and use about you during and after your working relationship with us. This notice also explains how we comply with the law on data protection and what your rights are.

1. PERSONAL INFORMATION WE COLLECT

When you interact with us or we interact with you in relation to our products and services, you may provide us with or we may obtain personal information about you, such as the following:

- Contact details: information that allows us to contact you directly such as your name, email address, telephone number, addresses
- Purchase details and requirements: details of the products or services you have asked us to provide to you, details (which may include photographs) of existing garage opening and door relevant to a survey.
- Records of your interactions with us: such as any enquiries or complaints you make, telephone conversations, letters and other correspondence (including e-mail and SMS).

2. HOW & WHERE WE COLLECT YOUR INFORMATION

We only collect personal information given directly from you either by telephone or our website. Additional technical information about your garage may be obtained at any subsequent surveys to allow us to quote you accordingly.

3. HOW WE USE, STORE, SHARE & DISCLOSE YOUR INFORMATION

We only use your information for the purposes of quoting and supplying our products and services. We do not sell or share your information with any third party other than if we arrange a delivery directly from the manufacturer to your home address in which case we will give your name and address to the relevant party so the delivery can be made. This is done as part of the order processing procedure where necessary.

Data is stored electronically using secure Google cloud services and is backed up to a password protected local hard drive. In addition "hard" copies of quotations, orders and survey forms are kept/filed in a secure environment with restricted access.

In the case of written quotations where a purchase is not made details are kept for up to 3 months to allow further contact if required and then all information/hard copies are automatically deleted/destroyed.

If a purchase has been made then your details (both personal & technical) are stored indefinitely to support our after sales services to you such as service reminders, warranty claims and repairs.

We reserve the right to modify this privacy policy at any time, so please review it frequently this can be found at: <https://www.worcestergaragedoors.co.uk/privacynotice>

If you do not want us to hold/process your data you can contact us at info@worcestergaragedoors.co.uk Please note however if you do withdraw your permission to hold this data we will not be able to contact you to remind you when your garage door service is due.
