

KITCHEN & BATHROOM PLACE

Privacy Policy & Data Protection Statement

This Privacy Policy details how Kitchen and Bathroom Place obtain, store and use personal information. Whether you subscribe to our email newsletters or interact with us by telephone, email or in our showroom, we are committed to protecting your privacy.

Our details

The contact of responsibility for Kitchen and Bathroom Place in regard to personal data protection and data control is Gitte Doherty. If you have any questions about this Privacy Policy, please email us at info@kitchenandbathroomplace.co.uk

What personal information do we collect or obtain about you and how?

In order to provide you with estimates & invoices for our products and services, we collect personal information about you **when you provide it to us** either through our: website, email, phone or personal interaction in our showroom. We may collect and store the following information:

1. Name
2. Home address
3. Phone/Mobile number
4. Email address
5. Any other information which you choose to give us.

This information is recorded on our accounting software/customer database and on our email newsletter distribution list (if you have opted in to receive it). Where applicable it will also be recorded in our project planning documentation for the kitchen or bathroom installation.

How do we use your personal information?

We will only use your details to provide you with the products and services you have requested from us:-

1. To visit for a home measure
2. To install a new bathroom or kitchen. In this case, your details will also be made available to our installation team, along with other companies involved in the project, e.g. delivery companies, suppliers and other sub contractors.
3. To arrange delivery of products purchased from us. In this case, your details may also be made available to the delivery company and the product supplier.
4. To provide an estimate, invoice or statement for our products or services.
5. To answer an enquiry about our products and services.
6. To send your our email newsletter – if you have opted in (you may unsubscribe at any time).

How do we protect your personal information?

We implement a variety of security measures to maintain the safety of your personal information.

1. Personal information on paper is kept in a locked filing cabinet in a secure location.
2. Our website has a SSL certificate.
3. Access to our computers / accounting software / customer database is password protected and is limited to our office based staff only.
4. Our third party systems & software packages are all provided by reputable GDPR compliant organisations.

How long do we store your personal information for?

1. Paper copies - 2 years, after which time it is shredded by a GDPR compliant shredder.
2. Accounting software – until you ask us to remove it.
3. Email newsletter database – until you unsubscribe.

The information we hold on you is given to us by yourself and will be stored safely. You can ask at any time to review the information we hold about you, and to have your details removed from our records (unless you are a current customer).

Do we disclose any information to outside parties?

We do not sell or trade your personal details, or share it with any third parties for the purpose of direct marketing.

We use cookies

1. Our website uses cookies to collect information about how visitors browse the site.
2. A cookie is a small text file that is downloaded onto the computer or other device used when someone accesses a website. It allows the website to recognise that user's device and store some information about their preferences or past actions. It does not allow the individual to be identified or any personal data to be obtained.
3. By using our website you are implying your consent for the use of cookies. Most browsers will allow the user to decline the use of cookies if they wish, but this could have a negative impact upon the usability of many websites.