



# Village Cabinets Data Privacy Policy

The lawful and appropriate management of personal data is extremely important to Village Cabinets. This data privacy policy will explain how our organisation uses the personal data we collect from you when you use our website, engage our services, or join our mailing list.

## Topics:

- What data do we collect?
- How do we collect your data?
- How do we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

## What data do we collect?

Village Cabinets collects the following data:

- Personal identification information (name, email address, phone number, home/business address)
- Financial information (bank account sort code & account no.)

## How do we collect your data?

You directly provide Village Cabinets with most of the data we collect. We collect data and process it when you:

- Contact us via website/email.
- Request a quotation from us.
- Place an order for any of our products or services.
- Voluntarily complete a customer survey, opt into our marketing or provide feedback via email.

## How do we use your data?

Village Cabinets collects your data so that we can:

- Respond to your query/schedule your appointment.
- Process your order and/or manage your account and services.
- Email you with special offers on other products and services we think you might like.

## How do we store your data?

Village Cabinets securely stores your personal data on MS Outlook (password protected) and Quickbooks software. Financial data is stored in secure internet banking software for regular payees only.

## Marketing

Village Cabinets would like to send you information about products and services of ours that we think you might like, as well as occasional newsletters. If you have agreed to receive marketing, you have the right at any time to stop Village Cabinets from contacting you for marketing purposes by emailing [kevin@villagecabinets.co.uk](mailto:kevin@villagecabinets.co.uk)

## What are your data protection rights?

Village Cabinets would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request Village Cabinets for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that Village Cabinets correct any information you believe is inaccurate. You also have the right to request Village Cabinets to complete the information you believe is incomplete.
- The right to erasure – You have the right to request that Village Cabinets erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that Village Cabinets restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to Village Cabinets processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that Village Cabinets transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please email us at [kevin@villagecabinets.co.uk](mailto:kevin@villagecabinets.co.uk) or call us at: 01920 460118.

## Changes to our privacy policy

Village Cabinets keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 1 February 2021.

## How to contact us

If you have any questions about Village Cabinets' privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us by email at [kevin@villagecabinets.co.uk](mailto:kevin@villagecabinets.co.uk) or call us at: 01920 460118.

## How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Village Cabinets has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office via their website

<https://ico.org.uk/make-a-complaint/your-personal-information-concerns/> or via live chat service

<https://ico.org.uk/livechat> , or the helpline on 0303 123 1113