

PRIVACY NOTICE

Data privacy is of high importance for Carpets Direct IOW (Ltd) and we want to be open and transparent with our processing of your personal data.

We therefore have a policy setting out how your personal data will be processed and protected.

Who is the controller of your personal data?

Carpets Direct IOW (Ltd) are the controller of the personal data you submit to us and are responsible for your personal data under applicable data protection law.

Company registration number: 08127929

Authorised representative: Martin Dyer

VAT registration number: VAT NO. 760 3607 43

What data do we require and where do we store it?

We will require your name, address and contact details to process any orders/arrange quotations. We will never ask for unnecessary data. The information that you supply us with will be stored on our password protected computer. It will also be held in our hard copy diaries which will be securely locked away at the end of each day. Any other physical paperwork (ie, worksheets) will be kept securely.

Who can access your data?

Your data may be shared within Carpets Direct IOW (Ltd). Occasionally, we may need to supply your data to our suppliers but will always ask for your permission. We never pass on, sell or swap your data for marketing purposes to third parties.

What are your rights?

Right to access:

You have the right to request information about the personal data we hold on you at any time. You can contact Carpets Direct IOW (Ltd) and we will provide you with your personal data via e-mail (you may be asked security questions to confirm you are who you say you are). Information will be provided within the current guidelines of one month.

Right to erasure:

You have the right to erase any personal data processed by Carpets Direct IOW (Ltd) at any time except for the following situations:

- *you have an ongoing matter
- *you have an open order which has not yet been supplied/fitted
- *you have an unsettled debt, regardless of the payment method
- *your debt has been sold to a third party within the last three years
- *if you have made any purchase, we will keep your personal data in connection to your transaction for book-keeping purposes

How can you exercise your rights?

We take data protection very seriously and therefore we have dedicated customer service personnel to handle your requests in relation to your rights stated above. You can always reach them at shanklin@carpetsdirectiow.com.

Data Protection Officer:

We have appointed a Data Protection Officer to ensure that we continuously process your personal data in an open, accurate and legal manner. You can contact our Data Protection Officer at shanklin@carpetsdirectiow.com and write DPO as subject matter.

Right to complain with a supervisory authority:

If you consider Carpets Direct IOW (Ltd) to process your personal data in an incorrect way you can contact us. You also have the right to raise a complaint to a supervisory authority.

Updates to our Privacy Notice:

We may need to update our Privacy Notice. The latest version of the Privacy Notice is always available on our website and in store.