

1. Who we are

Stone Carpet Centre has been successfully trading in Stone, Staffordshire since 1977. We pride ourselves on the service we provide to all our customers, by always putting them first. We are committed to looking after your personal data in line with current General Data Protection Regulations (the GDPR). How we do this is set out in this Data Privacy Policy.

If you have any questions as to how we look after your data, please do email us at the email address listed below or write to us at the address listed below.

We do review our Data Privacy Policy regularly and therefore this document will be updated periodically; the last update date is shown below.

Trading Name:	Stone Carpet Centre Limited
Trading Address:	Unit 5, High Street Arcade, Stone, Staffs, ST15 8AU
Directors:	Michael Bird
Company Registration Number:	01568397
Email Address for Official Notices:	info@stonecarpetcentre.co.uk
Data Retention Periods:	Prospect Data: 1 year Customer & Supplier Data: 7 years from date of last financial transaction
Cookie Policy:	See section 9, on page 3 of this document
Date this policy last updated:	25th May 2018

2. What this policy is about and what it describes

The purpose of this policy is to inform you of how we will collect and use personal data about you.

- When we talk about **personal data** we are referring to any information which identifies a living individual.
- When we talk about how we **process** your personal data, this is where we do something with your personal data, including how it is collected, recorded, organised, stored, disclosed and deleted.
- If we make a reference to **special category data**, we are referring to personal data which reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, sex life or sexual orientation, health, genetic or biometric data.
- We process information about our **prospective customers** so we can carry out their wishes and provide a price for purchasing our product.
- We process information about our **customers** so we can carry out their wishes and supply our product.
- We process information about our **suppliers** from whom we have purchased goods and services.

3. What personal data we process and why

We have completed a Data Audit of the personal data we collect and have identified our lawful basis for processing this data. You can request a copy by sending an email to the address on page 1 of this policy.

Where we rely on consent for processing your personal data, you can withdraw your consent at any time by sending an email to the address on page 1 of this policy.

i. Prospective Customers

- Where we process information about prospective customers, the information we have is provided by you.
- Typically, the personal data we collect will be your name, address, telephone number, and any background information from you.

ii. Customers

- Where we process information about customers, the information we have is provided by you.
- Once you have entered into a contract with us, we will collect information from you to fulfil the contract and for invoicing purposes.
- We keep records of the service we have provided to you, and any information you give us, so we can support you when needed.
- We do not store credit card or bank details. If you pay us by BACS or direct transfer, we know only what the bank tells us.

iii. Suppliers

- We collect information on potential and actual suppliers, this is mostly provided by you. We handle this data in a similar way to how we handle client information.
- If you become a supplier we keep a copy of the contract between us, and we keep your bank details so we can pay you.
- We also keep a record of invoices/payments for accounting purposes.
- We keep a record of the work you undertook for us along with any comments, reviews or suggestions about that work including complaints (if any) and their resolution. This information is all needed to manage our customer relationships and our supply chain.

4. Data sharing – 3rd parties

We do not sell or exchange your personal data with organisations who may want to sell you something or use your data for other purposes.

i. Platforms

We keep a list of software platforms, these platforms help us to manage our business and have been listed in our Data Audit. If you would like a list of these platforms, please send an email to the address on page 1 of this policy.

ii. People

We are a small team of people and it is therefore necessary for us to outsource some of the support services required to run our business. These may include Accountants, Web Designers, IT Support and more. They have limited access to your data, where the service they provide to us means they need it.

iii. Sub-Contractors

We do not employ any flooring fitters directly. We use sub-contractors to fit any product you have purchased from us. We will share personal data about you with the fitter/sub-contractor so that the product can be fitted at the correct location. We have a Data Sharing Agreement with our fitters/sub-contractors.

iv. Flooring Manufacturers

Where flooring has been fitted and you have a complaint about the flooring, we will share personal data about you with the flooring manufacturer so that they can comply with their complaints procedure and take the necessary action to make it right with you, the customer.

5. Where your data is located

We use mainstream packages and keep paper records. This does mean that some of your data is stored in the European Economic Area (EEA), and some is stored in the United States of America (USA) or elsewhere. Where your data is stored in the USA we aim to use systems which have a Privacy Shield.

6. Data Retention

We do need to keep some information to comply with our legal obligation, for example we keep financial records for the period as set out by HMRC. We keep order records for as long as necessary to comply with our legal responsibility. We have documented our retention period in our Data Audit file.

7. Your Rights

You have the right to know what information we are collecting on you, and to amend this information if it is inaccurate.

- If you would like to talk to us about the information we hold on you, please let us know so we can comply with your request.
- If you would like to know what information we hold about you please send an email to the address on page 1 of this policy, or send a letter to the address on page 1 of this policy, so we can explain the process and what information we need from you to fulfil your request.

8. Complaints procedure

If you have a complaint about the what information we hold about you, or how we are storing it, please in the first instance send an email or a letter to the contact details as set out on page 1 of this policy. Provide your full name, address and the nature of the complaint.

9. Cookies

Our website uses cookies. By using our site you agree to the use of these cookies.