

CBS Architectural Ironmongery Ltd

Privacy Policy

**(In accordance with the new laws governing the data protection legislation
(GDPR) policy was updated on the 25th May 2018)**

At CBS Architectural Ironmongery Ltd, we understand that you care how information about you is used and we appreciate your trust in us to do that carefully and sensibly. This notice describes our privacy policy. By visiting www.cbsai.co.uk you are accepting and consenting to the practices described in this privacy notice. This privacy policy describes how and why we obtain, store and process your personal data which can identify you. We may update this policy from time to time and shall indicate on the web site when changes have been made.

1. Collection and use of your information

Information is collected from you when you enquire or register with us. The information we collect is clearly set out on the web page or form which we collect. The information we learn from customers helps us personalize and continually improve your experience with us. We use the information to communicate with you about our products, services and promotional offers, update our records and generally maintain your accounts with us. Information about our customers is an important part of our business and we do not sell or share it with anyone. We only receive and store information you enter on our web site or provide to us in any other way. You can choose not to provide certain information, although in doing this you might not be able to make use of some of the services offered by CBS Architectural Ironmongery Ltd. You can unsubscribe to any of our online services at any time by sending an email to enquiries@cbsai.co.uk stating which services you would like to become unsubscribed from.

We collect information about you so that we can personalize your account details, assist your use of our services and improve our services generally. If you have any questions or complaints relating to this privacy policy or how we use the personal information we have about you, please contact enquiries@cbsai.co.uk and we will endeavour to respond to you promptly.

This website uses a cookie. Cookies are very small text files that are stored on your computer when you visit some websites. We use cookies to help identify your computer so we can tailor your user experience. You can disable any cookies already stored on your computer, but these may stop our website from functioning properly. The cookie for this website will remember user preferences such as your preferred country selection. No personally identifiable information is stored within the cookie.

2. Personal Information We Collect

Your Name, Address and Postcode:

We ask for your full name and address so that we can differentiate you from other customers and arrange certain services such as follow up visits from the Sales Director and to make deliveries.

Your E-mail Address:

This is used to send confirmation messages and other electronic correspondence to you.

Your Telephone Number:

We ask for your telephone number so that we may contact you quickly, should we need additional information pertaining to your order/enquiry with us.

Your Mobile Number:

Some customers prefer us to communicate to them via an SMS messaging service and social media platforms. You do not have to provide this but it gives us more flexibility in how we keep you informed.

3. How We Keep Your Data Safe

Your personal information is stored within a secure database. Access to this information is restricted to only those persons within the organisation that have a direct requirement to view that information. All computers and devices within CBS Architectural Ironmongery Ltd have AVG AniVirus protection software installed, and reside behind a high-grade firewall. Regular scans for anomalies are performed on the computers and devices.

4. Your Right To Access and Your Right To Be Forgotten

Under GDPR law, you have a right to request a copy of all personal information that we hold on you. To do this, please contact us directly by emailing us with the subject header of 'Personal Information Request'. Under GDPR law, you also have a right to be forgotten, which means the right to withdraw the consent for us to use your personal information, and the right to request to have all or part of the personal information removed from our systems and databases.

To do this, please contact us directly by emailing us with the subject header of 'Personal Information Removal'.

5. Breach Notification

Under GDPR law, we are required to inform you of any data breach that "is likely to result in a risk for the rights and freedoms of individuals". This is required within 72 hours of us first becoming aware of such a breach. We take all reasonable measures to prevent a breach from occurring, however if a breach should occur we will tell you exactly how it happened and what personal data is likely to have been affected.

6. Contact Us

Please e-mail any questions or comments you have about privacy to us at enquiries@cbsai.co.uk for the attention of the data controller.

7. Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner: <https://ico.org.uk/concerns/>

**Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 1231113**