

## Privacy policy

This privacy policy explains how we (Kent and Haste Ltd) use any personal information we collect about you when you use this website or order products/services from us in person.

Topics:

- What information do we collect about you on our website?
- What information do we collect about you in person when ordering a product/service?
- How will we use the information about you?
- Marketing
- Access to your information and correction
- Cookies
- Other websites
- Changes to our privacy policy
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### What information do we collect about you on our website?

Website usage information is not collected in any form, and we do not use cookies. No other information is collected, other than if you request an appointment on the appointment page. In this case we will be emailed with the information you supply: name, email, number and subject/request, and will respond accordingly.

### What information do we collect about you in person when ordering a product/service?

The Personal Information we hold is as follows:

1. Client Name
2. Client Home Address
3. Client Office Address
4. Client Phone Number(s)
5. Email Addresses
6. Measurements required for product/service

### How will we use the information about you?

We do not collect information about you from our website, other than if you request an appointment, in which case we will use the details to respond appropriately. To comply with these new regulations, there must be a lawful basis for us to collect, process and store the personal data that you provide to us. For us, this lawful basis is your order with us and the personal data we collect from you will continue to be stored securely and held on file so that we can manage our business relationship with you, for example: process your order, manage and maintain your account with us, respond to your questions and comments and provide customer support, in addition to any amount of time as required by legislation.

We do not share the data you provide with any 3<sup>rd</sup> party or business, and the information we hold is only ever used in administering and providing our services to you.

## Marketing

We only send you information about products and services of ours if you have requested and consented to it via email, or by opting in when in store by completing a client information card. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted by us, as requested, for marketing purposes, please email or write to us.

### Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us. We may make a small charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## Cookies

We do not use cookies on this website.

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

## Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

### Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 24 May 2018.

## How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- by email: [enquiries@kenthaste.co.uk](mailto:enquiries@kenthaste.co.uk) .
- or write to us at: Kent and Haste Ltd, 7 Sackville Street, London, W1S 3DE