

# Data protection policy

## All you need to know....

Philip Dowse Ltd aims to ensure that individuals are aware that their data is being processed, and that they understand:

- How the data is being used
- How to exercise their rights

**Effective Date: 25.05.18**

*For information about your rights under UK data protection laws, see the website of the UK Information Commissioner.*

## 1. Who are we?

*1.1 We are Philip Dowse Limited. We own and operate this site. Our contact details are on the site. Please contact us if you have any questions or feedback about this policy.*

## 2. What's the point of this policy?

*2.1 This policy tells you how we deal with your "personal data" (i.e. technical term for information about any identified or identifiable living person). Please read on to find out what kinds of personal data we collect, how we use and protect it, to whom we disclose it and how you can access and rectify it.*

*2.2 Please do not use our site unless you are completely happy with this policy. If you do use our site, we will assume that you do accept it.*

## 3. Might this policy change?

*3.1 It may well do and so you should check it whenever you visit our site. We will assume you agree to the revised policy if you use the site after the effective date shown at the top of the policy.*

## **4. What personal or other data do we collect?**

*4.1 We collect and store the information which you give us via forms on our site - such as your name, address, email address, phone number and so on - or when communicating with us by email or in some other way.*

## **5. How do we use your personal data?**

*5.1 We use your personal data to help us communicate with you effectively should you try to contact us via our site.*

*5.2 If you have given permission on our site, we may use your personal data to send you emails (or other communications such as mail, phone or SMS) with details of our or third party goods or services which may be of interest to you.*

*5.3 We retain personal data from closed accounts in order to comply with legal obligations, enforce our terms and conditions, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigations and take other actions as permitted by law.*

*5.4 We may access, remove, alter, store or otherwise use any personal data if we have reason to believe that it breaches our terms and conditions, or that such steps are necessary to protect us or others, or that a criminal act has been committed, or if we are required to do so by law or appropriate authority.*

## **6. How do we protect personal data?**

*6.1 Security is a high priority for us. We take appropriate precautions to protect personal data.*

*6.2 Email and other electronic communications are not secure if they have not been encrypted. Your communications will pass through a number of network nodes before they reach us. So we do not accept responsibility for any unauthorised access to or loss of personal data that stems from a cause beyond our control. Nor can we be held responsible for the actions or omissions of other users or third parties who may misuse your personal data which they collect from the site.*

## **7. To whom do we disclose personal data?**

- 7.1 *Payment details including credit card numbers, although not commonly asked for by us, will be used for payment purposes immediately and not retained in any form, including electronic storage.*
- 7.2 *We may allow access to your personal data by third parties who supply us with a service. Examples include couriers (to enable delivery of goods), fitters or contractors who may visit your home to carry out works, website hosts, content delivery networks and businesses which assist us in undertaking communications or monitoring our site.*
- 7.3 *We may disclose personal data so far as reasonably necessary:*
- a) if we have reason to believe that it breaches our terms and conditions, or that such steps are necessary to protect us or others, or that a criminal act has been committed, or if there has been a complaint about content posted by you, or if we are required to do so by law or appropriate authority; or*
  - b) in the case of an actual or proposed (including negotiations for a) sale or merger or business combination involving all or the relevant part of our business.*
- 7.4 *We may store or transfer personal data outside the European Economic Area (EEA) for the purposes stated in this policy. If so, we will of course comply with the applicable laws relating to data transfer outside the EEA.*
- 7.5 *Except as otherwise specifically included in this policy, this document addresses only the use and disclosure of information we collect from you. If you disclose your information to third parties, whether they are suppliers of services on our website (e.g. payment providers) or other websites, different rules will apply to their use or disclosure of your information. Please check their privacy policies carefully.*

## **8. How can you access or rectify your personal data?**

- 8.1 *You have the right to request personal data that we hold about you, subject to us reserving the right to withhold such data to the extent permitted by law. We may charge an administration fee in line with data protection laws and we may also require appropriate evidence of identity. Note that you may be able to rectify certain of your personal data within your account on our service (if applicable).*