

## IHBSS Limited t/a Upton Home Hardware's PRIVACY POLICY

Respecting your privacy is essential to us. This is why we've set out our full Privacy Policy below.

### OUR PRIVACY PROMISE

1. We respect your privacy and your choices;
2. We'll not send you marketing communications unless you've asked us to. You can change your mind at any time;
3. We'll never sell your personal data or pass it on to third parties;
4. We're committed to keeping your personal data safe and secure;
5. We're committed to being open and transparent about how we use your personal data;
6. We'll not use your personal data in ways that we've not told you about;
7. We respect your rights, and will always try to accommodate your requests as far as is possible, in line with our own legal and operational responsibilities;

Below we've set out what types of personal data we might collect or hold about you, how we use it, who we share it with, how we protect it and keep it secure, and your rights around your personal data.

Please note that not all of the information set out below may apply to you. When you share personal data with us or when we collect personal data about you, we'll use it in line with this Privacy Policy. **Please read this information carefully.**

### WHO WE ARE

IHBSS Limited is responsible for the personal data that you share with us. When we say "IHBSS", "Upton Home Hardware", "us", "our" or "we", this is who we're referring to. Upton Home Hardware is the "data controller" for the purposes of applicable data protection laws.

### WHAT IS PERSONAL DATA?

"Personal data" means any information or pieces of information that could identify you and/or your company directly. This includes things like name; email; addresses; telephone numbers.

### How do we collect or receive your personal data?

We may collect your data when you place an order with us for goods or if you sign up to our mailing list.

If you hold a trade account with us, we (Upton Home Hardware) will collect your data by requesting that you fill in our Account Application form, either downloaded from our website, sent by email or handed to you in person.

What personal data may we hold about you?

- Personal name;
- Personal address;
- Company name;
- Business address;
- Owners/partners - first name and surname;
- Financial contact - first name and surname;
- Purchasing contact - first name and surname;
- Email addresses;
- Phone numbers;

How and why we may use it?

To:

- We use this data to set up a trade account, so you can buy goods from us;
- Process your order via our EPOS (electronic point of sale) / invoicing software including delivering the product to the address you indicated;
- Manage payments. Please note that your payment information (credit card number/bank account details) is never kept on file;
- Manage any contact you have with us about your order;
- Manage any dispute relating to a purchase;
- To send marketing communications in the form of offers and newsletters;

How long will the data be stored for?

Once you and/or your company has ceased trading with us, your information will be marked as inactive but kept on our system for 6 years.

Your rights and choices

You have a right to obtain the data that we have on file, and if you have any complaints about how we handle your data, please contact [shop@uptonhomehardware.com](mailto:shop@uptonhomehardware.com)