

## **Pickwell Estate Privacy Policy**

### **Introduction**

Pickwell Estate is committed to protecting the privacy and security of your personal information. This policy aims to set out the basis on which any personal or other data we collect from you, or that you provide to us, will be processed by us.

### **Scope of this policy**

This policy is relevant and applies to anyone who uses our website or who buys or uses any of our products/services.

Pickwell Estate (referred to as Company, we, us or our in this privacy notice) is the data controller and responsible for your personal data. This means that we are responsible for deciding how we hold and use personal information about you.

### **Information we collect from you**

- Contact details, such as title and name, address, contact numbers, email addresses
- Financial data, such as bank details
- Your billing and purchase history
- Information that you provide by filing in forms on our website, [www.pickwellestate.co.uk](http://www.pickwellestate.co.uk)
- If you are not an existing customer or supplier and you contact us, we may keep a record of that correspondence (including your contact details, such as business name, name, address, contact number and email address)
- Marketing data including your preferences in receiving marketing from us and your communication preferences. We do not share your details with organisations for marketing purposes.

If at any point, you no longer want us to hold this data, you have the right to opt out.

### **IP addresses and cookies**

Our website uses cookies in order to enhance the operation of our site. We use Google Analytics which is a tool used for the collection and review of website use metrics. The second type of cookie is created when you voluntarily complete a contact form and this will store your contact information. You can at any time deny the use of cookies on our website, through the option features in your web browser.

The transmission of data over the Internet is not always fully secure and you transmit this at your own risk.

### **Where we store your data**

All information you provide us is stored securely. All data is stored on our secure servers within the UK. We have a number of security measures in place to try and ensure the maximum security of your data.

### **Third-Party service providers**

We will share your data with third-party service providers where required by law and where it is necessary to fulfil our contract with you. All our third-party service providers are required to take the appropriate security measures in your data protection.

### **How we use your data**

- To carry out obligations arising from any contracts entered into between you and us
- To provide you with information, products and services that you request from us
- To allow us to send marketing material to you, where you have consented to be contacted
- To notify you of any changes

### **How long your information is kept**

We will not hold any data for any longer than necessary.

If you are/have been a customer/supplier of ours, we will hold your data for 6 years from the date our relationship ends.

### **Call recording**

We record telephone conversation for training and quality assurance purposes and all parties are informed of this. Recordings are held for one year.

### **Your rights**

You have the right to ask us not to hold your data, in which case we may delete your account and data. You can exercise this right at any time by:

- Writing to our offices (details below under 'Contact')
- Opting out of our marketing emails

### **Access to data**

Data protection law in the UK gives you the right to access any personal data we hold about you and your right of access can be exercised in accordance with that law.

### **Changes to this privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page or elsewhere on our site and if we determine it appropriate, notified to you by email or other means we consider appropriate.

### **Contact**

Questions, comments and requests regarding this privacy policy should be addressed to Pickwell Estate, Hayward's Heath, RH17 5RE

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