



somerton windows ltd

windows, doors & conservatories
glass merchants

Who we are

At Somerton Windows Ltd we are committed to maintaining the trust and confidence of our customers. In particular, we want you to know that Somerton Windows Ltd is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. The limited conditions in which we may disclose information to others and how we keep it secure is listed below. Please read the statement carefully and contact us with any questions or concerns about our privacy practices.

You are entitled to view, amend, or delete the personal information that we hold. Email your request to enquires@somertonwindows.com.

(Please note you must give us one month notice in writing or email to comply with your request)

Types of data we collect and Security

The following data is collected using enquiry forms either via telephone, email or in person.

Name, Address, contact phone numbers, email address & financial information for payment.

All information is secured safely. In order to prevent unauthorised access or disclosure, Somerton Windows Ltd have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information collected.

Data for quotes are securely stored for 2 years.

Data for completed work / supplies are securely stored for 7 years for revenue purposes and 10 years for FENSA

Personal Financial Information

We do not retain information relating to individuals bank accounts or financial status.

Cheque payment – Cheques paid directly into bank, no information kept by Somerton Windows Ltd.

Card Payments – Debit & Card details taken to process payment. These details are kept secure and for a maximum of 4 working days until funds have cleared. Details are then securely destroyed.

Bank Payment Transfer – At no stage is any individual financial information taken or recorded by Somerton Windows Ltd.

Access to your personal Information



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Only key personnel acting on behalf of Somerton Windows Ltd who undertake specific roles.

We occasionally collect or give out personal data but **never** collect or give out sensitive personal financial information.

Source

Lettings Agencies – Name, address, contact phone numbers and emails. Data is collected to enable Somerton Windows Ltd to conduct quotes, surveys and work direct with tenants. This information is held securely up to 7 years for revenue purposes and 10 years for FENSA.

Suppliers – Name, address, Contact phone numbers, emails. Occasionally customer details will be passed over to suppliers for remedial work and deliveries. Permission will always be obtained before passing over any customer data to Somerton Windows Ltd recognised suppliers.

Contractors - Name, address, contact phone numbers and emails are occasionally forwarded to Somerton Windows Ltd recognised contractors to enable quotes, surveys and work to be carried out on behalf of Somerton Windows Ltd. Permission will always be obtained before passing over any details.

Once quote, survey or work has been completed any customer details held by the contractor will be securely destroyed.

Professional Bodies - Name, address, contact phone numbers, emails

FENSA – Paper records are held securely for 10 years

GGFI – Paper records are held securely for 10 years

Website

Enquiries through the Somerton Windows website are not stored in any way. Website company may take a copy of enquires for operational and testing purposes and will securely destroy this information once testing has been completed.

Cookies - Google Analytics use these to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. These cookies expire in a very short time frame or when a browser window closes.

Changes to this privacy notice

The GDPR policy will be reviewed on a yearly basis. Last review date: **November 2018**



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