



3 Wrightington Street

Wigan

Lancashire

WN1 2AZ

Tel: 01942 242 636

Email: info@tfazakerleyandson.co.uk

PRIVACY POLICY

Introduction

This privacy policy explains what personal data (information) we hold about you, how we collect it and how we use and may share information about you. We are required to notify you of this information under data protection legislation, including the General Data Protection Regulation. Please ensure that you read this policy carefully and any other similar policy we may provide to you from time to time when we collect or process personal information about you.

This privacy policy sets out how T Fazakerley & Son uses and protects any information that you give T Fazakerley & Son.

T Fazakerley & Son is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using the website, then you can be assured that it will only be used in accordance with this privacy policy.

T Fazakerley & Son may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from March 2021.

About Us

T Fazakerley & Son Limited, trading as T Fazakerley & Son, Company Registration No. 13173418, registered office 3 Wrightington Street, Wigan, Lancashire, WN1 2AZ. Trading address 3 Wrightington Street, Wigan, Lancashire, WN1 2AZ.

How we collect information

We may collect information from you directly through the online contact forms on our website, on email, in person or via digital platforms including social media.

What we collect

All personal information that we collect about you will be recorded, used and protected by us in accordance with applicable data protection legislation, including the General Data Protection Regulation and this notice.

We may supplement the information that you provide with other information that we obtain from our dealings with you, however we will not use that information for purposes which are not clear when you provide your details.

We may collect the following information about you when you enquire about our services:

- Name
- Name of your organisation (if applicable)
- Address
- Email address
- Telephone number
- Details of your enquiry
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers

What we do with the information we gather

We may use the information to improve our products and services. We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To administer and provide services you request or have expressed an interest in.
- To enable us to communicate with you about services that you have requested or expressed an interest in;
- For record keeping purposes;
- To create an individual profile for you so that we can understand and respect your preferences; and
- To personalise and/or tailor marketing communications to you

When you interact with our digital platforms, we may also automatically collect the following information about your visit:

- How you have reached our digital platform and the internet protocol address you have used;
- Your browser type, versions and plug ins and your operating system;
- Your journey through our digital platform, including which links you click on and any searches you made, how long you stayed on a page and other page interaction information.

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes.

We may contact you by email, phone, fax or mail.

We may use the information to customise the website according to your interests.

Data Retention

T Fazakerley & Son will retain your data for as long as is reasonably necessary for the required services to be provided to you and will not be retained indefinitely or for reasons incompatible with relevant data protection legislation, including the General Data Protection Regulation.

Sharing Information

We will not use your data for purposes that are not clear when you provide your details and will not disclose data outside of the company except in limited circumstances which are outlined below.

We may share your data with third parties where;

- a). If we are under a legal or regulatory duty to do so.
- b) if it is necessary to do so to enforce our contractual rights
- c) to lawfully assist the police or security services with the prevention and detection of crime or terrorist activity,
- d) where such disclosure is necessary to protect the safety or security of any person and/or
- e) otherwise as permitted under applicable law

Transfer of data outside the EEA

Please note that T Fazakerley & Son does not transfer data outside of the EEA. In the event there is a requirement to transfer data outside of the EEA from time to time we will take all necessary steps to ensure the data is afforded the same safeguards and controls as those applied within the EEA.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, the cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie does not give us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to T Fazakerley & Son, 3 Wrightington Street, Wigan, WN1 2AZ or by email info@tfazakerleyandson.co.uk.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Your Rights

Under the General Data Protection Regulation, you have a number of rights regarding your personal information. In summary these rights are as follows and include the right to object to the processing of personal information and to request:

- Access to personal information;
- Inaccurate information to be reviewed and corrected;
- A restriction to the processing of personal information;
- Personal information held by us to be erased in certain circumstances;
- A copy of the personal information that has been provided to us;
- Not to be subject to automated decision making which produces legal effects that concern or affect you.

Further information regarding the rights under the General Data Protection Regulation can be found by visiting <https://www.ico.org.uk>. These rights are subject to the conditions and restrictions set out in the General Data Protection Regulation and the Data Protection Act 2018.

Should you wish to make a request to exercise any of the above rights you should contact us via email at info@tfazaerlyandson.co.uk or write to us at 2 Wrightington Street Wigan WN1 32AZ.

When contacting us please ensure that you provide relevant information to allow us to identify you and state the right or rights that you wish to exercise. We may need to contact you to request further information to verify your identity.

We will respond to you within one month from when we receive a valid request.

Where to make a complaint

If you have a complaint regarding any aspect of your personal data or this Policy, please write to us at info@tfazakerleyandson.co.uk or at the above address.

If you are not satisfied with the outcome of your complaint, you may write to the Information Commissioner's Office at the following address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

You can also contact the Information Commissioner's Office by visiting their website <https://www.ico.org.uk>