

Privacy Policy

1. Your privacy is important to us

1.1 At Executive Garden Rooms ("EGR" for short) we take your privacy and security very seriously and are committed to protecting our customers. We fully appreciate and respect the importance of data protection and security on the Internet.

1.2 This Privacy Policy outlines how your personal information is treated and forms part of our terms and conditions.

1.3 Whenever you provide us with any personal information, we will treat that information in accordance with this policy. EGR will act in accordance with current legislation and aim to meet current Internet best practice.

1.4 For the purposes of applicable data protection laws, including the EU General Data Protection Regulation GDPR, EGR is the "controller" of the personal information collected.

1.5 For the purposes of the Act and we are a company registered in England whose registered office is at Executive Garden Rooms Limited, 58 Golf Links Road, Ferndown, Dorset, BH22 8BZ.

2. What information do we hold on you?

2.1 We will collect personal information about you when you contact us by telephone, email or via social media.

- a) Name
- b) Contact information including address, postcode and email address
- c) Telephone numbers

3. How we use your information

3.1 We may use the personal information gathered in our normal course of business primarily to provide the products, services and information that you have requested, and also for administration purposes with your consent:

- a) To confirm identification when you contact us
- b) To process your order and obtain payment
- c) Internal record keeping
- d) We may use the information to improve our products and services
- e) For statistical analysis
- f) For market research
- g) To track activity on our website
- h) For any other purposes deemed necessary for business

4. How we share your information

4.1 We may share your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use of this Website and other agreements; or to protect the rights, property, or safety of EGR our customers.

4.2 We share your information with our core service providers and third party platforms as required to carry out obligations arising from any contracts entered into between us, for example Deposit and Guarantee Protection; Building Inspector; fulfilling deliveries; IT support, Auditors and Accountants.

4.3 EGR do not sell, trade or rent in any form your information to any third-party.

5. Security

5.1 We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 1998. We have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. We use a third-party service to help maintain the security and performance of the EGR website. To deliver this service, it processes the IP addresses of visitors to the website.

6. Social Media

6.1 If you send us a private or direct message via social media the message will be stored within our password protected account. It will not be shared with any other organisations.

7. Emails

7.1 We use a third party provider to encrypt and protect our email traffic. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

8. Cookies

8.1 A cookie is a small text file which asks permission to be placed on your computer, mobile phone or device when you visit a website. EGR uses cookies for a variety of reasons, such as to remember your preferences when you visit our site, tailor your visit or monitor traffic to enable us to improve our site.

8.2 Cookies don't tell us who you are, however they do allow us to recognise your device and remember your preferences or actions once you've accepted the cookie policy.

8.3 A cookie in no way gives 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.

9. Analytics Cookies

9.1 Our website uses cookies provided by Google Analytics. These cookies allow us to collect information in an anonymous form about engagement with our website. They tell us, for example, the number of visitors to our website, how visitors have come to our website, and the pages they visited. You can find out more about Google Analytics by visiting www.google.com/policies/privacy/partners/, and you can opt-out of the use of these cookies by visiting <https://tools.google.com/dlpage/gaoptout>.

10. Access to Your Personal Information

10.1 You have the right to request a copy of the personal information that EGR holds about you under the Data Protection Act 1998 and GDPR 2018 by emailing info@executivegardenrooms.co.uk. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

11. Changes to this policy

11.1 We may update these policies to reflect changes to the website and customer feedback. Please regularly review these policies to be informed of how we are protecting your personal data. Your continued use of our Website after any change in this Privacy Policy will constitute your acceptance of such change.

11.2 This privacy notice was last updated on 21 May 2018.

12. Contact

12.1 If you have any specific questions or queries regarding our privacy policy, please do not hesitate to contact us at info@executivegardenrooms.co.uk.