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# COLLINS & CURTIS MASONRY LTD

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Collins & Curtis Masonry Ltd are committed to safeguarding and preserving the privacy of our visitors.

This Privacy Policy explains what happens to any personal data you provide us, or that we collect from you whilst you visit our website [www.collinsandcurtis.co.uk](http://www.collinsandcurtis.co.uk). We do update this Policy from time to time, so please review it regularly.

## Personal Data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person; an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

## Responsibilities

Collins & Curtis Masonry Ltd is responsible for ensuring that this policy is made available to you prior to Collins & Curtis Masonry Ltd collecting/processing your personal data.

All Employees of Collins & Curtis Masonry Ltd who interact with data are responsible for ensuring that this notice is drawn to your attention and you consent to the processing of your data.

## How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about products and services. We may also collect information about your use of our site including details of your visits such as pages viewed and the resources that you access. Such information includes traffic data, location data and other communication data.

## What type of information is collected from you?

The personal information we collect will include your name, address and email address.

If you purchase a service or product from us, your credit or debit card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure capture and

processing of credit/debit card transactions, as explained below under the section **Who has access to your information?**

### **How is your information used?**

- To provide information to you that you request from us relating to our products or services,
- To provide information to you relating to other products that may be of interest to you. Such additional information will only be provided where you have consented to receive such information,
- To inform you of any changes to our website, services or goods and products,
- Process a payment (for a service or product) you have made,

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity.

### **Who has access to your information?**

Please be reassured that we will not release your information to third parties beyond ourselves for direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

When you are making a payment for a service or goods, your payment is processed by a third-party payment processor, who specialises in the secure capture and processing of credit/debit card transactions. Our processor has been audited by an independent PCI Qualified Security Assessor (QSA) and is certified as a PCI Level 1 Service Provider. This is the most stringent level of certification available in the payments industry.

If you have any questions regarding secure payment transactions, please contact us by email: [works@collinsandcurtis.co.uk](mailto:works@collinsandcurtis.co.uk) or telephone on 01473 250 932.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

### **Under what circumstances will Collins & Curtis Masonry Ltd contact me?**

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures.

## **Your choices**

You have a choice about whether or not you wish to receive information from us.

We will not contact you for marketing purposes by email or post unless you have given your prior consent. You can change your marketing preferences at any time by contacting us by email: [works@collinsandcurtis.co.uk](mailto:works@collinsandcurtis.co.uk) or telephone on 01473 250 932.

## **How you can access and update your information**

At any point while we are in possession of or processing your personal data, you have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to judicial review: in the event that Collins & Curtis Masonry Ltd refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain.

Security precautions are in place to protect the loss, misuse or alteration of your information.

When you give us personal information, we take steps to ensure that it's treated securely.

## **Complaints**

In the event that you wish to make a complaint about how your personal data is being processed Collins & Curtis Masonry Ltd, or how your complaint has been handled, you have the right to lodge a complaint directly with Collins & Curtis Masonry Ltd.

## **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside

of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

### **Third Party Links**

On occasion we include links to third parties on this website. Where we provide a link it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review their privacy policy before sending them any personal data.