

# Privacy Notice

Turgon is a UK registered limited company.

This privacy notice explains how we use any personal information we collect about you.

## What information do we collect about you?

We collect information about you when you request us to provide you with information about our products and services. This information will relate to your personal circumstances and will not include special categories of personal data such as data about your health.

We may also collect information when you voluntarily complete client surveys or provide feedback to us.

Information relating to usage of our website is collected using cookies. These are text files placed on your computer to collect standard internet log information and visitor behaviour information. We'll use your information collected from the website to personalise your repeat visits to the site.

We try at all times to keep all personal data collected and processed accurate and up-to-date.

## Why do we need to collect and use your personal data?

The primary legal basis that we intend to use for the processing of your data is for the provision of goods and services that Turgon Ltd provide. These are mainly but not exclusively the supply and fit of hardwood floors. The information that we collect about you is essential for us to be able to carry out the services that you require from us effectively. Without collecting your personal data we'd also be unable to fulfil our legal and regulatory obligations.

No special category data is required for this use

## How will we use the information about you?

We collect information about you in order to provide you with the services for which you engage us.

## Who might we share your information with?

**If you agree**, we may email you about other products or services that we think may be of interest to you.

We won't share your information for marketing purposes

## How long do we keep hold of your information?

During the course of our relationship with you we'll retain personal data which is necessary to provide services to you. We'll take all reasonable steps to keep your personal data up to date throughout our relationship.

You have the right to request deletion of your personal data. We'll comply with this request which will result in us deleting all information about you and the products and services we provided to you. Without this information we will be unable to offer you the correct advice relating to products you may have purchased from us.

## How can I access the information you hold about me?

You have the right to request a copy of the information that we hold about you. If you'd like a copy of some or all of your personal information please email or write to us using the contact details noted below.

You may make a subject access request ("SAR") at any time to find out more about the personal data which we hold about you. We are usually required to respond to SARs within one month of receipt

We do not charge a fee for the handling of normal SARs

You also have the following rights in respect of your personal data:

- The right to be informed of the processing;
- The right to rectification;
- The right of erasure;
- The right to restrict processing;

- The right of data portability;
- The right to object to processing;
- The right to understand automated decision making and profiling.

[For more details on how to exercise these rights please contact us.](#)

When your personal data is processed by automated means you have the right to ask us to move your personal data to another organisation for their use.

We have an obligation to ensure that your personal information is accurate and up to date. Please ask us to correct or remove any information that you think is incorrect.

## Marketing

We'd like to send you information about Turgon Ltd products and services. If you've agreed to receive marketing information, you may opt out at a later date by emailing us at [info@turgon.co.uk](mailto:info@turgon.co.uk).

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us by email [info@turgon.co.uk](mailto:info@turgon.co.uk)

## What can you do if you are unhappy with how your personal data is processed?

You also have a right to lodge a complaint with the supervisory authority for data protection. In the UK this is:

Information Commissioner's Office, Wycliffe House, WaterLane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113 (local rate)

## Changes to our privacy policy

We keep our privacy policy under regular review and we'll inform you of any changes when they occur. This privacy policy was last updated on 10<sup>th</sup> May 2018

## How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: by email [info@turgon.co.uk](mailto:info@turgon.co.uk)