

# Privacy Policy

Reynolds Collcutt Furniture Limited ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use [<http://www.reynoldscollcutt.co.uk/terms>] and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

## How we process your data

Our privacy policy relates only to information that we obtain from you. We do not pass your information to third parties. We do not pass your information to any linked web sites. If you visit a web site operated by a third party through a link included on this web site, your information may be used differently by the operator of the linked web site.

The information you provide to us when using this web site will be processed for the following reasons:

- to administer your user account with us;
- to process any request for advice or information to be supplied by us;
- to notify you of our bulletins, information packs and services;
- to track the volume of traffic to the various sections of the site;
- to comply with our statutory and regulatory obligations.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## The data we collect

The type of information we will collect about you includes:

- your name and address;
- your phone number and email address;
- your occupation;
- details about the services you specifically request and the pages you visit;

We will never collect sensitive information about you without your explicit consent.

We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Reynolds Collcutt Furniture Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- 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 and conditions of supply and other agreements; or to protect the rights, property, or safety of Reynolds Collcutt Furniture Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **The circumstances in which we may contact you**

If you are an existing customer Reynolds Collcutt Furniture Limited we may contact you (including by email or telephone) to tell you about our services. If you do not want to be contacted concerning our services then please ensure that the appropriate box on the Registration and/or Contact Details forms remains unchecked.

You may refuse any marketing communication from us in the future at any time by emailing us at [info@reynoldscollcutt.co.uk](mailto:info@reynoldscollcutt.co.uk).

## **The data we hold about you**

Should you wish to obtain a copy of the personal data that we hold on you, please send an email to the following address: [info@reynoldscollcutt.co.uk](mailto:info@reynoldscollcutt.co.uk). As soon as we are satisfied as to your identity, we will send to you, within 40 days, a copy of all the data that we hold concerning you.

When you visit our web pages, tracking technologies may automatically record information about you. This information does not identify you personally. We automatically collect and store only the following information about your visit:

- the internet domain and IP address from where you access our web site;
- the type of browser software and operating system you use to access our web site;
- the date and time you access our web site;
- the pages you enter, visit and exit on our web site; and
- if you linked to our web site from another web site, the address of that web site.

We use this information to help us identify click stream patterns, to improve our web site, and to learn about the number of visitors to our web site and the types of technology our visitors use.

## **Cookies**

A cookie is a text file saved on your computer by your browser to store certain types of data that you are using on a web site. Reynolds Collcutt Furniture's web site uses cookies to gather and save data about the functions you use and the pages you visit within the site.

If you wish to completely avoid the cookies, turn off cookies in your browser. This will disable the Item Store and the Request Samples tool and may affect the overall performance of the site. The method will vary according to the type and version of your browser and whether you use a PC or an Apple Macintosh, but will roughly follow these steps.

### **Internet Explorer**

- with PC: Tools > Options > Privacy > Cookie settings.
- with Apple Macintosh: Edit > Preferences > Receiving files > Cookies > Cookie settings.

### **Netscape**

- Edit > Preferences > Advanced > Cookies radio buttons.

### **Mozilla**

- Tools > Options > Privacy > Cookie settings.

You will normally be able to accept all cookies, reject all cookies, accept certain types of cookie, and/or receive a warning before accepting a cookie.

Alternatively, if you wish to remove these cookies from your computer at a later date you may clear them after visiting the site; this will not affect the performance of the site or the cookies in question.

## **Complaints**

If you have a complaint regarding any breach of this privacy policy, please contact us at Reynolds Collcutt Furniture Limited, Unit 1L Kingswood Douglas Estate, Kingswood, Bristol BS15 8HJ. When we receive the complaint, we will review it and ensure that we are in compliance with our privacy policy and all applicable laws. We will contact you within 40 days of receiving your complaint to inform you of the results of this review.