

Through the course of our work we collect personal information from many people.

This policy outlines:

- 1) What information we collect
- 2) How it is stored
- 3) What it is used for

It is our policy not to use any personal information for any purpose other than conducting our business and providing you with services.

This policy and the provisions of the General Data Protection Regulations (GDPR) are designed to protect individual's information. Business contacts and information are considered to be in the public domain and therefore not covered. The GDPR is in force from May 25th 2018.

• What information will we collect and how will we use it?

1. We will collect basic identification information such as your name and contact details. This will be used for: The supply of any services you request. This may include passing details to third party suppliers with whom we have placed a purchase order on your behalf e.g. curtain fitters, carpet fitters etc. that supplier will further share those details with third party couriers etc.
2. Details required to administer our accounts and billing.
3. Electronic delivery of newsletters and any other internally generated information.
4. Postal distribution information if not using email.

• We will not sell or share any personally identifiable information collected by us to any third party.

Both individuals and businesses may opt out of their information being passed to the above organisations by contacting us at sales@eawates.com

• We will retain and store all given information on the following basis.

1. All information required to administer our accounts system, including bank account details, are stored securely within Sage Accounting Software protected by passwords. All paper accounting information is routinely destroyed after seven years.

2. All other contact details and information will be retained indefinitely either on a local hard disc or in paper form.

3. We will hold the information detailed in 2 above so that we maintain archived records of customer's orders etc. Archived records are stored under lock and key as a record of the work done and are retained for at least six years to ensure any details needed in the event of a query under Consumer Law are available.

• Marketing by Email

We send out periodically to subscribers only information about events, talks, workshops and tours that we run and special promotions that we offer. These emails are distributed via Mailchimp who have their own privacy policy. It is possible to

unsubscribe from these emails by clicking the unsubscribe button on any promotional email.

- **Credit or debit card details**

We will not retain any credit or debit card details beyond the period needed to take any payment due to us. No written or electronic record will be made of any such payment card.

- **Cookies**

Cookies – A cookie is a small piece of data or message that is sent from a web server to your browser and is stored on your hard drive. A cookie can't read data off your hard disk or read cookie files created by other sites. Cookies do not damage your system. You can reset your browser so as to refuse any cookie or to alert you to when a cookie is being sent. If you choose not to accept our cookies, some of the features of our site may not work as well as we intend. We use cookies for the purposes of system administration of our website, to give us information about the number of visitors to different parts of our website, and to enhance your visit to our site.

- **Government or one of their agencies**

We have to abide by the law of the land and if information is legitimately requested by the Government or one of their agencies we will comply with any such request.

- **Right to Review the information we hold**

You may at any time review or update any personally identifiable information we hold. In the first instance please make contact with us at sales@eawates.com We will take any reasonable steps to confirm your identity before any such changes are made.

- **Third party websites**

Our website may at times contain links to other, third party websites; we are not responsible for the privacy practices or the content of such websites.

- **Alteration of privacy policy**

We reserve the right to alter, without notice, this policy if either required to under law or to improve services and benefits to our customers. The current policy can be viewed on our website at www.eawates.com

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