

Please read this Privacy Policy carefully. You must not use our website or our services if you do not accept this Privacy Policy or our Terms of Use.

## Summary

Farnborough Blinds is committed to protecting the privacy and security of our customers and website visitors.

Our Privacy policy explains how we collect, use and protect information about you. It applies to data collected when you use our website, when you interact with us through social media, email, or phone, or when you participate in our competitions or events. It covers:

Who we are

Why we need your personal data

How we keep your data safe

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How we share your data

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## Who we are

Farnborough Blind Company Limited (“we”, “us” or “our”) is a company registered in England under company number 2330557. Our registered office is at Unit 7 North Downs Business Park, Limepit Lane, Sevenoaks, Kent, TN13 2TL.

## Why we need your personal data

We will only collect and use your personal data for the following purposes:

- To process and fulfil any orders you place with us
- Keep you up to date with our latest offers and make them more relevant to you
- Improve our services
- Meet our legal responsibilities

## How we keep your data safe

As an organisation, we have many security measures and safeguards in place to protect your data from being accidentally disclosed, lost, used, accessed or altered in an unauthorised way.

We seek to use reasonable organisational, technical and administrative measures to protect your personal information within our organisation.

However, since the internet is not a 100% secure environment, we cannot ensure or warrant the security of information you transmit to Farnborough Blinds. Emails sent to Farnborough Blinds are not encrypted, and we therefore advise you not to include any confidential information in your emails to us.

Should we ever suffer a breach, damage to, or loss of data, we will notify you and any relevant authorities when we are legally required to do so.

## How we collect your data

We may obtain personal information from you through our websites or via offline methods such as telephone, fax, email or post.

In the course of providing our Services to you, we may also store information about how you use our website; for example, the pages viewed, the website from which you came to visit our Site, changes you make to information you supply to us, etc.

We do not require, ask for, store, or process sensitive personal information.

## How we use your data

Your name, address and contact details

How we use these details	Why
To process your order and deliver your goods to you	Fulfilling our contractual obligations
Send you messages regarding your order by email or text	Keep you up to date with the process of your order and any dispatches
To contact you regarding your order should we need to	Fulfilling our contractual obligations
Contact you by email, post, telephone or SMS about new products and services	To keep you up to date with what we are up to. We will only ever send with your permission
Fraud prevention and detection	To protect us and our customers against fraud

## Your payment information

We use a trusted third party payment processing services such as Globalpay and Paypal to process your payment to us and we do not store your credit/debit card information.

How we use these details	Why
To take payment and process refunds	Fulfilling our contractual obligations
Fraud prevention and detection	To protect us and our customers against fraud.

## Your contact history with us

This could be details of communications with us via Telephone, Email, or Social Media

How we use these details	Why
To help our team provide Technical Support and Customer Service when required	Fulfilling our contractual obligations
Fraud prevention and detection	To protect us and our customers against fraud.

## Your purchase history with us

What you've bought or we have quoted for

How we use these details	Why
To allow us to process your order	Fulfilling our contractual obligations
To help our team provide Technical Support and Customer Service when required	Fulfilling our contractual obligations

## Technical information about your device used and how you use our online services

Information on the device you use when you use our website (Browser, OS, and Operating System) and your IP address, as well as how you use our website.

How we use these details	Why
To help Improve our website	To better serve our customers online
Protect our website	To help prevent and detect fraud, and to meet our legal obligations about looking after your data

## How we share your data

We may disclose and share your personal data with the parties set out below:

to business partners, suppliers, sub-contractors and other third parties that we use in connection with the running of our business for the purposes set out in the section above, such as:  
third-party payment processing services (including Globalpay and Paypal) to process your payment to us.  
We do not store your credit/debit card information;

third party service providers that we engage to deliver goods you have ordered;

third party service providers that we engage to send emails and postal mail on our behalf including to provide marketing and advertising services;

analytics and search engine providers that assist us in the improvement and optimisation of our website;

to protect our customers and website from fraud and theft, we may share personal data that is required to make identity checks and personal data that we obtain from making identity checks (including data relating to name and location), together with account information, with organisations (including law enforcement agencies), involved in fraud prevention and detection and credit risk reduction. Please note that these third parties may retain a record of the information that we provide to them for this purpose;

if we are under a duty to disclose or share your personal data in order to comply with any legal obligation; or to our professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.

## Marketing Preferences

We may send you marketing communications and promotional offers:

by email if you have signed up for email newsletters;

We may use your Purchase History, Contact and Marketing Data to form a view on what we think you may like, or what may be of interest to you, and to send you details of products and offers which may be relevant for you.

We will ask you for your preferences in relation to receiving marketing communications by email, post, telephone and other communication channels.

You will always have full control of your marketing preferences. If you do not wish to continue receiving marketing information from us (or any third party, if applicable) at any time:

you can unsubscribe or 'opt-out' by using the unsubscribe button and following the link included in the footer of any marketing email; or  
account holders may withdraw their consent at anytime by contacting us through email, post or telephone.

We will process all opt-out requests as soon as possible, but please note that it may take a few days for any opt-out request to be implemented.

## Links to other websites and third parties

Our website may include links to and from the websites of our partner businesses and affiliates, or to social media platforms. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to their websites.

## Data Retention

Farnborough Blinds must comply with a number of statutory and regulatory requirements in relation to the retention of data. Your personal data must be retained for a period of no less than six years following the closure of your account with us, or six years from the date of the last transaction, whichever is the latter. We do not sell or rent your personal information to any third parties for marketing purposes. We will periodically review your personal information to ensure that we do not keep it for longer than is permitted.

## Your Rights

You have a lot of rights relating to your personal information:

- The right to be informed about how your personal information is being used
- The right to access the personal information we hold about you
- The right to request the correction of inaccurate personal information we hold about you
- The right to request that we delete your data, or stop processing it or collecting it, in some circumstances
- The right to stop direct marketing messages and withdraw consent for other consent-based processing at any time
- The right to complain to your data protection regulator — in the UK, the Information Commissioner's Office

If you want to exercise your rights, have a complaint, or just have questions, please contact us.

## **Sale of Business**

We reserve the right to transfer information (including your Personal Data) to a third party in the event of a sale, merger, liquidation, receivership or transfer of all or substantially all of the assets of our company provided that the third party agrees to adhere to the terms of our Privacy Statement and provided that the third party only uses your Personal Data for the purposes that you provided it to us. You will be notified in the event of any such transfer and you will be afforded an opportunity to opt-out.

## **Changes to this Privacy Statement**

We continue to review our controls and processes to assure that they are effective in meeting our commitments to our customers. Farnborough Blinds reserves the right to change this Privacy Statement without notice at any time and from time to time, including as needed to comply with the laws and regulations of the jurisdictions within which we operate.

## **Contacting Us**

If you have any questions or feedback about this policy, would like us to stop using your information, or want to exercise any of your rights as set out above, please contact us at:

admin@farnboroughblinds.com, or write to us at:

Data Protection  
Farnborough Blind Company Limited  
Unit 7 North Downs Business Park  
Limepit Lane  
Sevenoaks  
Kent  
TN13 2TL