

Customer Communication & Data Storage

All methods of Communication & Data Storage relating to a customer.

Placing an Order on our Website

Data Held: Full Name, Email, Phone, Billing Address, Delivery Address, Company Name

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Legal Obligation, Legitimate Interests

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and see their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes. You will also receive an email regarding signing up to our newsletter under legitimate interests, if you ignore this email you will not be added to the list.

Placing an Order directly over the phone

Data Held: Emails, company name, billing/delivery address, card details, phone number

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Legal Obligation

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and see their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes.

General Enquiry via Phone

Data Held: Full name, Email, phone number, Company Name

Shared with: No other 3rd parties, just internally

Lawful Basis: Consent

Purpose of stored data: To call back with answers to the enquiry and use the details for potentially placing an order or any other general enquiries. If an order is placed your data will be stored as stated via the medium of the order being placed. If not, the details are kept for a short period should the Customer call back and if not they are shredded.

Emailing regarding a General Enquiry or Quote

Data Held: Full name, Email, Company Name, Phone number, Delivery Address, Billing Address

Shared with: Nobody

Lawful Basis: Consent

Purpose of stored data: To call back with answers to the enquiry and use the details for potentially placing an order or any other general enquiries. If an order is placed your data will be stored as stated via the medium of the order being placed. If not, the details are kept for a short period should the Customer call back and if not they are deleted from inbox.

Emailing regarding Installation quote

Data Held: Full name, Email, Phone number, Address

Shared with: Nobody

Lawful Basis: Legitimate Interests

Purpose of stored data: We temporarily keep the data if we need to get back in contact whilst we talk to the supplier to find out more details.

Email via Website Contact Form

Data Held: Contact Name, Company Name, Email, Phone Number, the message within the form

Shared with: Teamwork Desk our 3rd party Ticketing Platform

Lawful Basis: Consent

Purpose of stored data: To be able to open a line of communication with the individual through our ticketing system to be able to help with the enquiry.

Emailing with a purchase order

Data Held: Full name, Email, Company Name, Phone number, Delivery Address, Billing Address, Card Address, Signature

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Legal Obligation

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and be able to view their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes.

Purchase Order by Fax

Data Held: Full name, Email, Company Name, Phone number, Delivery Address, Billing Address, Card Address, Signature

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Legal Obligation

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and be able to view their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes.

Live Chat

Data Held: Full Name, Phone Number, Email, Billing Address, Delivery Address, Any other information stated within the chat

Shared with: Zendesk our 3rd party Email marketing platform

Lawful Basis: Consent

Purpose of stored data: For us to be able to assist with general enquiries and resolve them. This data will be deleted on a routine basis.

Purchase Order Letter

Data Held: Full name, Email, Company Name, Phone number, Delivery Address, Billing Address, Fax Number, Signature

Shared with: The supplier of the product and the courier they may use to deliver the product.

Lawful Basis: Consent, Legal Obligation

Purpose of stored data: To be able to process a customer order, deliver the products to the right place, confirm customer details for warranty enquiries or future repeat orders of the same product. The data is also stored to give the customer ease of access to their account and be able to view their order history with us. Legally, the data must be stored for 7 years for financial reasons and up to 12 years for warranty purposes.

Cheque by post

Data Held: Nothing

Shared with: Nobody

Lawful Basis: N/A

Purpose of stored data: The cheque is removed from the envelope, processed and shredded.

Social Media (Facebook, Twitter, Google Plus, Instagram)

We communicate blog posts, products and images through all Social Media mediums but do not take any details through direct message unless a Customer has won a Marketing Competition and a prize is to be shipped to their address. In which case their name and address would be stored within our social media account messages via the social media platform servers.

Data Held: Full Name, Address

Shared with: The Social Media platform used

Lawful Basis: Consent

Purpose of stored data: This data is only asked for and stored within the Social Media Platform when a customer has won a Marketing Competition and we require their address to send the prize.

Signing up to our Newsletter via our Website

Data Held: First Name, Last Name, Email

Shared with: Mailchimp our 3rd party Email marketing platform

Lawful Basis: Legitimate Interests

Purpose of stored data: To be able to send emails with the latest offers or newest products. This interests both parties involved as the subscriber may be waiting for the perfect offer to come along and for us it means a potential customer. If the subscriber is no longer interested they can easily unsubscribe at any time.

Registering for an Account

Data Held: First Name, Last Name, Email, Phone Number, Fax, Company, Address

Shared with: Nobody

Lawful Basis: Consent

Purpose of stored data: To be able to track existing or past orders within an admin panel using the details provided.