

Privacy Policy

1. Introduction

This privacy policy (together with our terms and conditions and cookie policy and any other documents referred to on it) lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It applies to all products and services, and instances where we collect your personal data.

This privacy notice applies to personal information processed by or on behalf of A R Manley and Son Limited.

Changes to this privacy notice

We may change this privacy notice from time to time by updating it in order to reflect changes in the law and/or our privacy practices. We encourage you to check this privacy notice for changes whenever you visit our website – www.armanley.co.uk

About A R Manley and Son Limited

We are A R Manley and Son Limited, Somerwood, Rodington, Shrewsbury, Shropshire, SY44RF. We are a data controller of your personal data. A R Manley and Son Limited is the company which provides your product or service and are named in these terms and conditions.

2. What information will we use?

Personal information that we will process in connection with all of our products and services, if relevant, includes:

- **Personal and contact details**, such as title, full name, contact details and contact details history.
- **Family members or any other person who may be included/involved in the work** (if relevant to the work to be undertaken).
- **Records of your contact with us** such as email, website enquiry or social media.
- **Products and services** you have had from us, as well as have been enquired about.
- **Property information**, such as full location, property type, buildings listings, approx property age, description of construction, job requirements, structural defects and any other notable remarks.
- **Information we obtained from third parties**, including any information as detailed above we may have obtained.
- **Customer reviews**, posted by customers directly to social media sites.

3. What is the source of your personal information?

We will collect personal information from the following general sources:

- From you directly, and/or from family members, other occupants of a property when we have been asked to provide an estimate.
- When you talk to us on the telephone, personally or communicate with us via social media or website.
- In emails and letters.
- Cookies.
- When you interact on social media.
- From other sources such as other contractors who may be or have carried out work previously.
- If your property is rented then information may be gathered from a Landlord/Agent.

4. What can we use your personal data for?

We collect and use your personal data, including any of the personal data listed above, for the following purposes:

- Where our use of your information is necessary for us to perform the contract or contracts we have with you.
- Core needs of the business to communicate with customers about work which is being undertaken or has been undertaken.
- Updating your records.
- To improve the operation of our business.
- To monitor and to keep records of our communications.
- To comply with legal and regulatory obligations, requirements and guidance.

5. What are the legal grounds for our processing of your personal information (including when we share it with others)?

We rely on the following legal bases to use your personal data:

Where it is needed to provide you with our products or services, such as:

- a) Needs of the business to communicate with you about work which is being undertaken or has been undertaken.
- b) Managing products and services you have had with us, or an enquiry for one.
- c) Updating your records.

It is our contractual obligation,

When making an enquiry for work with A R Manley and Son Limited it is our contractual obligation to process the data given to us in order for us to provide you with either an estimate, product or service.

6. Who do we share your personal information with?

Any regulator, law enforcement agency, government authority or third party where we believe this is necessary to comply with regulatory obligation or otherwise to protect our rights.

We do not share any personal information with any other organisations or third parties without gaining consent from the individual from whom the data is concerning.

7. Is your personal information transferred outside the UK?

We are based in the UK and information is never knowingly transferred outside the UK by us.

8. What should you do if your personal information changes?

You should tell us so that we can update our records using the details in the 'contact us' section of our website. We will then update your records if we can.

9. Do you have to provide your personal information to us?

We are unable to provide you with our products or services if you do not provide certain information to us. If in any doubt regarding what personal information we may need please contact us directly and we can make you aware of the minimum information we require to provide you with a product or service.

10. For how long is your personal information retained by us?

Unless we explain otherwise to you, we will hold your personal information based on the following criteria:

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations.
- For as long as we provide goods and/or services to you and then for as long as someone could bring a warranty claim against us; and/or.
- Retention periods in line with legal and regulatory requirements or guidance.

11. What are your rights under data protection laws?

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we will explain at that time if they are engaged or not. The right of data portability is only relevant from May 2018.

- The right **to be informed** about the processing of your personal information.
- The right to have your personal information **corrected if it is inaccurate** and to have **incomplete personal information completed**.
- The right **to object** to processing of your personal information.
- The right **to restrict processing** of your personal information.
- The right **to have your personal information erased** (the "right to be forgotten").
- The right to **request access** to your personal information and to obtain information about how we process it.
- The right to **move, copy or transfer your personal information** ("data portability").

You have the right to complain to the Information Commissioner's Office which enforces data protection laws: <https://ico.org.uk/>. You can contact us using the details below. You have the right to object to certain purposes for processing, you can contact us using one of the methods listed below.

Contact Us

If you have any questions about this privacy policy, or if you wish to exercise your rights, you can contact us by the methods listed below

A R Manley and Son Limited

Somerwood
Rodington
Shrewsbury
Shropshire
SY4 4RF

E-mail us at sales@armanley.co.uk

Phone us on 01952 770278

Or use the 'contact us' section of our website.

Fred Manley
Managing Director

Date: 21 May 2018