

Data Privacy Notice

Data Controller: Mr Neil Austen, Stove Shop (SW) Ltd, 7 Pike St, Liskeard, Cornwall PL14 3JE Tel: 01579 345018 E: neil.austen@stoveshop.co.uk

Lawful basis for process:

Contractual and Legal Obligations:

Stove Shop (SW) Ltd, processes personal data in order to comply with its legal and contractual obligations to:

- a) Disclose employee salary and employment details to HMRC and to comply with legal and financial statutory requirements.
- b) Pass customer details to HETAS and other bodies for registration purposes.
- c) Complete contracts on behalf of customers placing orders/requesting quotes in person, in writing, by telephone or online, and to complete contractual obligations with suppliers of goods and services.

Data disclosure:

Data will only be passed to third parties directly involved in completion of contracts, deliveries etc. and will otherwise only be accessed by Stove Shop (SW) Ltd employees

Stove Shop (SW) Ltd will not pass data to any third party for the purposes of marketing or customer profiling.

Retention of data:

Data will only be retained for the purposes of completing the contract, and thereafter, for the period of time as required by law and for tax purposes relating to Stove Shop (SW) Ltd. Employee details will be retained for the purposes of staff training, appraisals and for the duration of employment periods as required by Employment Law.

Data will be stored as hard copies, or in digital form, and retained at the Stove Shop or via Cloud storage and other digital devices e.g. memory sticks, computer hard drive etc.

Data will normally be stored for 2 years, unless instructed by customers and suppliers not to do so. The right to have data removed from our system does not apply to information the company is obliged to keep for legal reasons.

Stove Shop (SW) Ltd does not keep any personal data on children aged under 18, unless an employee.

Access to data:

Customers and suppliers have the right to view any of their own personal data held by Stove Shop (SW) Ltd, by appointment with the Data Controller – contact details as shown above.

Customers and suppliers have the right to have data corrected where errors have been made.

Requests for erasure of personal data will be dealt with, within one month of request, (made either verbally or in writing) and data erased within this time where Stove Shop (SW) Ltd does not have a legal obligation to retain it.

Data Safety in the workplace

Staff will take every care to ensure that any personal data is not accessible by unauthorised persons in the workplace. (“Unauthorised” means any member of the public or staff who do not have the Data Controller’s permission to view this data).

Personal data, whether via digital devices (phones/computers etc) or in paper form, whether in the office, in transit between office and site, or whilst on site, will not be accessible by unauthorised users.

Customers and staff have the right to expect that their personal details will be kept private, and not accessed without their permission.

Personal data on screen or in paper form will not be left on view where they can be accessed by unauthorised persons.

Website contact forms

Website contact forms will include access to our Data Privacy Notice, for customers' reference.

Complaints regarding Data Protection and Privacy

Complaints should be referred to the supervisory authority by contacting: The Information Commissioner's Office Water Lane, Wycliffe House, Wilmslow - Cheshire SK9 5AF. Tel. +44 1625 545 745 e-mail: international.team@ico.org.uk Website: <https://ico.org.uk>