



CAW (Cornwall) Limited Privacy Policy

This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

Topics:

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- Privacy policies of other websites
- Changes to our privacy policy
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What data do we collect?

Our company collects the following data:

- Personal identification information (name, address, email address, phone number etc)

How do we collect your data?

You directly provide our company with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards via email.
- Use or view our website via your browser's cookies.

How will we use your data?

Our company collects your data so that we can:

- Process your order and manage your account.
- Email you with special offers on other products and services we think you might like.

The information that we collect

As an installer of fenestration products we are obliged by Building Regulations to share your data with certain third parties, including, Fensa and Quality Assured National Warranties. This is for the purpose of fulfilling the requirements of the Competent Persons Scheme for self-certification under the current building regulations. This data is used to provide essential documentation for your insurance backed guarantee, deposit protection, and your Fensa certification and will be retained on file for the lifetime of the guarantee.

We do not share your data with any other third parties.

How do we store your data?

Data is stored in both digital and hard copy format in a secure, designated area at CAW (Cornwall) Limited head office only. Servers are fully protected to safeguard personal information and will only be accessed by personnel authorised to do so. Data will be retained for the duration of any relevant guarantee period and deleted from our servers or shredded at the end of that period.

Marketing

Our company may send you information about products and services of ours that we think you might like. If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop our company from contacting you for marketing purposes.

What are your data protection rights?

Our company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request our company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that our company correct any information you believe is inaccurate. You also have the right to request our company to complete information you believe is incomplete.

The right to erasure – You have the right to request that our company erase your personal data, under certain conditions.

The right to object to processing – You have the right to object to our company's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that our company transfer the data we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: reception@cawcornwall.com

Call us on: 01872 271491

Or write to us at: CAW (Cornwall) Ltd, Threemilestone Industrial Estate, Truro, TR4 9LD

What are cookies?

Cookies are text files placed on your computer to collect standard internet log information from you automatically through cookies or similar technology.

For further information, visit: allaboutcookies.org

How do we use cookies?

Our company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however our website uses:

- **Functionality** – Our company uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. a mix of first-party and third-party cookies are used.
- **Advertising** – Our company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device and your IP address.

How to manage cookies

You can set your browser not to accept cookies. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The CAW website contains links to other websites. Our privacy policy applies only to our website, so if you click a link to another website you should read their privacy policy.

Changes to our privacy policy

Our company keeps its privacy policy under regular review and places any updates on this web page.

How to contact us

If you have any questions about our company's privacy policy, the data we hold on you or you would like to exercise one of your data projection rights, please do not hesitate to contact us.

Email us at: reception@cawcornwall.com

Call us on: 01872 271491

Or write to us at: CAW (Cornwall) Ltd, Threemilestone Industrial Estate, Truro, TR4 9LD