

## **PRIVACY POLICY (GDPR Compliance)**

### **Introduction**

This Privacy Policy sets out how Wooden Floor Solutions uses and protects any information that you give us when you use this website or our services. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that you provide us with.

It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.

### **Where we get personal information from**

- Directly from you

### **What we collect, why and how we use the information**

When an enquiry is made we may collect the following information:

- Name
- Email address
- Telephone number
- Address

We require this information to respond to a service request, and in particular for the following reasons:

- Call you to reply to your initial enquiry
- Use information for quotes
- Internal record keeping

If you are already a client, or become one, we may request further information related to the service or goods you request. This information would be obtained directly from you and may additionally include:

- Payment details
- Account information
- Purchase history
- Financial transaction information
- Correspondence

We require this information to be able to set up a contract/account for the services you require. Please note: Payment information is never taken by us or transferred to us either through our website or otherwise. We never have direct access to it.

We may process your data for the purposes of:

- record-keeping for the proper and necessary administration of Wooden Floor Solutions
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party

## Website cookies

An HTTP cookie is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing.

Wooden Floor Solutions website does not collect information through cookies although analytical data is available through our hosting but it remains anonymous and is only used for recording website traffic and helping improve the website. This may include:

- viewers country of origin
- pages that are visited
- the length of time spent on each page

This information is only used to improve services and to understand any viewers needs more clearly.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over any other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting other linked sites and such sites are not governed by this Privacy Policy. You should exercise caution and look at the Privacy Policy applicable to the website or social media in question.

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable procedures to safeguard and secure the information collected in person or online.

We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website and services are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.

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e: [info@woodenfloorsolutions.co.uk](mailto:info@woodenfloorsolutions.co.uk) m: 07811 309 999 w: [www.woodenfloorsolutions.co.uk](http://www.woodenfloorsolutions.co.uk)

Postal Address: P.O. Box 5993, BA5 9DL

## Sharing information and marketing

We do not share, sell, or disclose any information any information collected through our website or our services to a third party. We will only pass on your personal information if we are required by law to do so. Wooden Floor Solutions does not partake in or conduct any market surveys, in person or through third parties.

We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate. Our Privacy Policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).

## Controlling your personal information

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please contact us via email.

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct our records.

## Retention period for personal data

Except as otherwise mentioned in this Privacy Policy, we keep your personal information only for a long as required by us:

- to provide you with the services you have requested;
- to comply with other law, including for the period demanded by our tax authorities;
- to support a claim or defence in court.

## How you can complain

If you are not happy with our Privacy Policy or have any other complaint then you should contact us via email.

If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <http://ico.org.uk/concerns/>

## Statement Renewal

Wooden Floor Solutions may update this Privacy Policy and you should check and ensure that you are happy with any changes from time to time.

This policy was reviewed and is effective from: March 2025.

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