

VENABLES OAK

Important notice

We take your privacy seriously and use your personal data as further explained in this Privacy Policy.

Personal Data we may collect and why

We may collect the following data about you / Your Business

Contact details: your name, address, and telephone number so that we can contact you in response to an enquiry you make, Order you place or query you may have.

Transaction details: we or our third party providers will collect information relating to transactions you carry out through our Site and for the purposes of fulfilling your orders. We do not hold or have access to any payment card details.

Cookies

We may occasionally use cookies on the site during promotional campaigns. No user information is kept apart from user identification. This information will not be distributed, shared or sold. It is only used to generate information for our internal marketing purposes.

How we use your personal data

We use your personal data for the following purposes:

To fulfil your requirements for our products.

We use your personal data to accept you as a new or returning customer to provide you with the products that you have requested. This is in accordance with our Terms of Trading.

Communications to administer your contract with us.

We use the contact details you have provided to us so that we can communicate with you about the products that you have requested. This could be to inform you of delivery dates, changes of product, payment requests or to confirm your order details and any related information. Your Business address and telephone number may be passed to 3rd parties if, for instance, a courier delivery company is being used to fulfil your order. Instructions of how to access their privacy policy can be provided upon request. Your details will be used for us to provide the best customer service we can by keeping you updated relating to a quote request / order.

We use the data we hold about you to help us respond to any enquiries or complaints you have made, or deal with any dispute which may arise in the course of us providing our products and services to you, in the most effective manner.

Like any business, we process personal data in the course of maintaining and administering our internal records. This includes processing your personal data to ensure that the information we hold about you is kept up to date and accurate. We may also use your data to obtain credit insurance so that we can establish the best possible payment terms we are able to offer to you.

Direct marketing

If you have provided your consent, we may use your contact details to send you direct marketing and keep you informed of promotional offers / new products or business news by email or telephone.

You have the right, and will always be given the option, to opt out of these communications at any point.

Venables Brothers Ltd

Chipnall Sawmill, Cheswardine, Market Drayton, Shropshire, TF9 2RB.

Tel: 01630 661775 Fax: 01630 661707 Email: info@venbros.co.uk

Reg No. 3802142 VAT No. 738705901

www.venablesoak.co.uk www.venbros.co.uk

● Hardwood Planking ● Oak Beams and Flooring ● Handmade Kitchens and Furniture ● Doors, Windows and Bespoke Joinery ●

'VENABLES OAK IS A TRADING NAME OF VENABLES BROTHERS LIMITED'

VENABLES OAK

Legal Processing

Under the data protection law we can only process your data following consent given or if it satisfies a legal ground

Necessary for the performance of a contract and to comply with our legal obligations

It is necessary for us to process your basic contact details, payment details and information about the business you represent under the terms of trading. We rely on this legal ground to: provide you with the products and services, communicate with you about the products and services that we provide to you, provide customer support and to make you aware of any changes to our service

In certain circumstances, we also use your personal data only to the extent required in order to enable us to comply with our legal obligations, including to detect, investigate and prevent fraud.

Who we share your personal data with

We may provide your personal data to our suppliers and service providers such as credit insurers and courier companies. In addition, we may disclose your personal data if we are under a duty to disclose or share your data in order to comply with any legal obligation, or in order to protect the rights, property, or safety, of our business, our customers or others.

How long we keep your personal data for

We retain your personal data for no longer than is necessary for the purposes for which it was provided. This will vary between different types of data. We take into account factors including: legal obligations under to retain data for a certain period of time; statute of limitations under applicable law; potential or actual disputes; and guidelines issued by relevant data protection authorities.

How to contact us

If you would like to contact us regarding this policy or your data please feel free to contact us on:
01630 661775 // info@venbros.co.uk

This Privacy Policy was last updated May 2018.

This Privacy Policy may be updated from time to time, so you may want to check it each time you provide data to us.

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