

**This Privacy Notice applies to the processing of data, to the services provided by Stead Kitchen Design and to this website.**

Stead Kitchen Design is committed to protecting personal information from unauthorised use or disclosure. All your personal information and the transfer of it to others, will be in accordance with this Privacy Notice. At Stead Kitchen Design, we understand that we have a responsibility to protect and respect your privacy and look after your personal data. This Privacy Notice explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others. We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

## **Who are we?**

Stead Kitchen Design LTD is a Retail Kitchen, Bedroom and Home office provider, based in Huddersfield. The registered address is Unit 7, Franklyn Court, Lepton, Huddersfield, HD8 0GB. Tel: 01484 244344. The Director Ben Stead oversees the GDPR compliance on behalf of Stead Kitchen Design LTD.

## **How the law protects you**

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

## **The Information we collect**

We collect and store customer information such as Name, Address, telephone number, Email address and website address. We collect customer information verbally over the phone, by email when you contact us or during a face to face meeting, when a customer decides

to use our services included but not limited to ordering of Kitchens, Bedrooms and Home Office.

## Cookie Policy

This site uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser.

## How we use your information

### **We use information about you in the following ways:**

- To process orders that you have submitted to us.
- To provide you with products and services.
- To enable us to review, develop and improve the website and services.
- To provide customer care, including responding to your requests if you contact us with a query.
- To administer accounts, process payments and keep track of billing and payments.
- To notify you about changes to our website and services.
- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- To inform you of service and price changes.

We use the information we hold about you for internal record keeping and to be able to send you invoices for work ordered and completed. We may use your information to improve our products and services.

If you place an order they may be delivered directly to you the customer, Stead kitchen Design are required to provide the manufacturer with your address details and if requested a contact telephone number at the time of order. The manufacturer may be

required to supply your address details onto the Courier company to deliver your print items directly to you.

## **Whom we share your information**

Stead kitchen Design will not sell your information and only distribute your personal information to third parties mentioned above, or there is a legal reason we are required to do so by law.

## **Retention periods**

We will keep your personal data for the duration of the period you are a customer of Stead Kitchen Design. We shall retain your data only for as long as necessary in accordance with applicable laws.

At the end of any given project, we may keep your data for up to 7 years after you have completed your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We may also keep it for research or statistical purposes. We assure you that your personal data shall only be used for these purposes stated herein.

## **Your rights**

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please

do inform us if you think we are retaining or using your personal data incorrectly.

- You have the right to withdraw your consent at any time by contacting [sales@steadkitchendesign.co.uk](mailto:sales@steadkitchendesign.co.uk). Until notice of withdrawal is received, the processing of such information is lawful.
- You have the right to amend your preferences and to object to the use of your information on the basis of public interest or legitimate interests by contacting [sales@steadkitchendesign.co.uk](mailto:sales@steadkitchendesign.co.uk). Until such notification is received, the processing of such information is lawful.
- Where we are using your information for marketing purposes you have a right to amend your preferences and to withdraw your consent at any time by contacting [sales@steadkitchendesign.co.uk](mailto:sales@steadkitchendesign.co.uk). Until such notification is received, the processing of such information is lawful.
- If you have any questions or complaints about how your information is used, you can contact, Ben Stead at [sales@steadkitchendesign.co.uk](mailto:sales@steadkitchendesign.co.uk). In that event, we will seek to resolve your query/issue promptly and to your satisfaction. However, you have a right to complain to the Information Commissioners office.

## Where we store your personal data

Stored in secure locked filing cabinets in a secure locked office

## Contact us

Please email any questions or comments you have about this privacy notice to: [sales@steadkitchendesign.co.uk](mailto:sales@steadkitchendesign.co.uk)