



Privacy Policy

Eastfield Joinery ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. We keep certain basic information when you visit our website and recognise the importance of keeping that information secure and letting you know what we will do with it.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is *Eastfield Joinery*. We comply with the new General Data Protection Regulation (GDPR) law 2018.

This policy only applies to our website. If you leave our website via a link or otherwise, you will be subject to the policy of that website provider, we have no control over that policy or the terms of the website and you should check their policy before continuing to access the website.

Information We May Collect From You

We may collect and process the following data about you:

- Information that you provide by filling in forms on our website.
- If you contact us, we may keep a record of that correspondence.
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs, operating system, browser usage, screen/website recording and other communication data. These are required only for the purposes of statistics and website optimisation.

Website Forms

Review Data:

- By clicking on the submit/send button, you agree to allow us to publish your review along with your name on our website.
- You further agree that we may edit the review and publish edited or partial versions. However, we will never edit a review in such a way as to create a misleading impression of your opinions.
- We reserve the right to **edit** your review if it contains:
 - Obscene language
 - Personal data like phone numbers, addresses, etc.
 - Spam or advertising
 - Web links
 - Grammatical errors
 - Spelling errors
 - Wording that can be substituted in a concise manner that conforms to our professional standard



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- We reserve the right to **delete and completely remove** a review from our website and records if:
 - The aforementioned offending items are severe and cannot be salvageable through editing
 - The customer, to whom it relates, explicitly asks us to
- We reserve the right to add any comments or reviews that is addressed to us and appear on off-site sources without your permission. Such off-site sources include:
 - Other reviewing platforms/websites
 - Handwritten letters, cards, or compliment slips
 - Any other sources that has statements about our services

For the purposes of privacy, we will not post any names found on the above items without consent; we will use initials instead.

You can exercise your rights and request the removal of your review in accordance with this policy and the law, by contacting us.

Contact Data:

- We keep all correspondence with our customers on and off-site secure for a period until:
 - We no longer require it
 - We cease trading

All contact details and correspondence afterwards, will be destroyed securely.

All data entered in the contact form will be handled with utmost care, and we will never use your details other than to contact you about your job.

Screen/Website Recording

Our website is equipped with screen recording technology - or more accurately website recording technology - via the 3rd party, Hotjar (<https://www.hotjar.com>). This records your visits to our website and converts it into a video file for later use.

We record **only** our website, therefore whatever you do off-site is not recorded. We cannot and will not record you personally via your device's camera/mic or access your device in any other way. We record your visits only to see how you interact with our website and detect faults in our website for the purposes of website optimisation and cannot in any way identify you.

During your visit, your actions, such as scrolling, clicking, and typing (in our contact forms) will be recorded. Any details typed in the contact forms but not submitted to us, will not be stored.

We keep these recordings for a short period and then they are destroyed. Under no circumstances are these recordings used for anything other than the aforementioned website optimisation.

IP Addresses And Cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual and we will not collect personal information in this way.



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We may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the use of cookies. However, if you select this setting you may be unable to access certain parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our website.

Where We Store Your Personal Data

The data that we collect from you may be transferred to, and stored locally in a secure database, or at a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers, or in paper form in our secure office.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Uses Made Of The Information

We use information held about you in the following ways:

- To ensure that content from our website is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you have requested.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To display reviews on our website from sources set out in this policy.



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Disclosure Of Your Information

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Your Rights

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access To Information

The Act gives you the right to access information held about you. It [the Act] also gives you the right to request the immediate removal of your details and any reviews published on our website.

Your right of access can be exercised in accordance with the Act and you can do so by contacting us.

Changes To Our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page. However, we advise that you check this page regularly to keep up to date with any necessary changes.