



TNC GRANITE LIMITED

PRIVACY POLICY

Introduction

The TNC Granite Limited is committed to protecting our customers privacy and takes its responsibility regarding the security of customer information very seriously. We will be clear and transparent about the information we are collecting and what we will do with that information.

This Policy sets out the following:

- What personal data we collect and process about you in connection with your relationship with us as a customer and through your use of our website:
- Where we obtain the data from;
- What we do with that data;
- How we store the data;
- Who we transfer/disclose that data to;
- How we deal with your data protection rights;
- And how we comply with the data protection rules.
- All personal data is collected and processed in accordance with UK and EU data protection laws.

Data Controller

“The TNC Granite Limited” (referred to as “we”, “us”, “our” or “HSC” in this policy) in this policy primarily is registered in England with registration number 04433572 and registered offices at Tunstall Road, Bosley, Macclesfield, Cheshire SK11 0PE.

What personal data we collect

Personal data means any information relating to you which allows us to identify you, such as your name, contact details and information about your access to our website.

We may collect personal data from you when you visit the showroom, or make enquiries or contact us.

Specifically, we may collect the following categories of information:

- a. Name, home address, business address, e-mail address, telephone numbers;
- b. Information about your expressed interests in our products or services.
- c. Information about your purchases to facilitate billing and future customer reference of products purchased.
- d. Information about your use of our website;
- e. The communications you exchange with us or direct to us via letters, emails, chat service, calls, and social media.

What do we use your personal data for, why and for how long

Your data may be used for the following purposes:

- a. Providing products and services you request: we use the information you supply us to perform the services you have asked of us in relation to samples requested or orders you may wish to place, including changes you wish to make;
- b. Contacting you in the event of alterations, changes or cancellation: These communications are not made for marketing purposes and cannot be opted-out of;
- c. Contacting you to arrange and co-ordinate delivery and safe receipt of our products and services.
- d. Credit or other payment means; we use your payment information for accounting, billing and audit purposes including statutory taxation and VAT returns.
- e. Marketing: from time to time we may contact you with information regarding our promotions and or ancillary products via e-communications. You will have the choice to **opt in or opt out** of receiving such communications by indicating your choice on our website or on visiting our showroom. You will also be given the opportunity on every e-communication that we send you to indicate that you no longer wish to receive our direct marketing material and be removed from such future lists.
- f. Administrative or legal purposes: we use your data to meet the above requirements. By providing any personal data you explicitly agree that we may use it to perform our activities in accordance with this Privacy Policy;
- g. We will only process your personal data where we have a legal basis to do so. The legal basis will depend on the reasons we have collected and need to use your personal data for.

In most cases we will need to process your personal data so we can enter into contract or exercise specific requests that you have made.

We may also process your personal data for one or more of the following:

- To comply with a legal obligation;
- You have consented to us to use your personal data (e.g. for marketing related uses);

We will not retain your data for longer than is necessary to fulfill the purpose it is being processed for. To determine the appropriate retention period, we consider the amount, nature and sensitivity of the personal data, the purposes for which we process it and whether we can achieve those purposes through other means.

We must also consider periods for which we might need to retain personal data in order to meet our legal obligations (e.g. in relation to claims, to deal with complaints, queries and to protect our legal rights in the event of a claim being made and or investigations made).

When we no longer need your personal data, we will securely delete or destroy it. We will also consider if and how we can minimize over time the personal data that we use, and if we can anonymise your personal data so that it can no longer be associated with you or identify you, in which case we may use that information without further notice to you.

International Data Transfer

While The TNC Granite Limited operates businesses in multiple jurisdictions, some of which are not located in the European Economic Area (EEA), such, Indian, Egypt and China no client personal data is ever pasted or transferred internationally. The only exception to this may be a clients "name" as point of reference for a bespoke order.

Sharing your personal data

Your personal data will never knowingly be shared with third party organizations or sold to specific companies or bodies looking to capture and or utilize your personal data.

We would only ever share your personal data with the following third parties for the purpose described in this Privacy Policy:

- a. Government authorities, law enforcement bodies and regulators for compliance with legal requirements.
 - b. Credit and debit card companies which facilitate your payments to us, and anti-fraud screening, which may need information about your method of payment.
 - c. Legal and other professional advisers, law courts and law enforcement bodies in all countries we operate in order to enforce our legal rights in relation to our contract with you;
 - d. Social media: we never use your personal data on any social media platform without first obtaining your consent.
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Security of your personal data and its removal

We follow strict security procedures in the storage and disclosure of your personal data, and to protect it against accidental loss, destruction or damage. The data you provide to us is password protected.

When our use of your personal data is based on your consent, you have the option to withdraw your consent to our processing and delete your personal data at any time by e-mailing sales@tncgranite.co.uk or calling us directly 01260-222951.
