



## PRIVACY NOTICE

### What is the purpose of this notice?

Marchington Stone Limited are committed to protecting your privacy.

This notice describes how Marchington Stone Limited collect and use personal data about you in accordance with the General Data Protection Regulation (GDPR).

### Who we are

Marchington Stone Limited own the website [www.marchingtonstone.co.uk](http://www.marchingtonstone.co.uk). We are registered with the ICO (Information Commissioners Office) as a data controller and understand our obligations to comply with GDPR.

### What we need

Marchington Stone Limited will be what's known as the "Controller" of the personal data you provide to us. We only collect basic personal data which does not include any special categories of personal information about you (known as Special Category Data). This may however include your:

- Name
- Address
- E-mail
- Contact telephone numbers
- Financial information (for example, payment information such as a debit/credit card)
- Online enquiry forms on our website [www.marchingtonstone.co.uk](http://www.marchingtonstone.co.uk)
- Hospitality preferences and interests
- Marketing Preferences (only in-house and not shared with a 3<sup>rd</sup> party)
- Cookies
- Analytics to assist how our service is used

We do not use your personal data to make automated decisions or for profiling.

Telephone calls are recorded or monitored for training, quality and records purposes.

### Cookies

Cookies are small pieces of text sent by your web browser by a website you visit and stored on your computer's hard drive. Information on how to delete or reject cookies or for further information on our cookies, can be found in our Cookie Policy located on the bottom of each page of the website.

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## Why we need it

We need to know your basic personal data in order to respond to your enquiries, provide prices, goods and services to you, process your orders and make delivery arrangements or inform you about other products and services which may be of interest to you. We will not collect any personal data from you we do not need to provide and oversee this service to you.

By completing our on-line enquiry or sending an email to [sales@marchington.net](mailto:sales@marchington.net) or to an individual employee email address, you are consenting to us contacting you to provide further information on our services and answering any questions or queries you may have.

## What we do with it

We process data lawfully, fairly and in a transparent manner.

We only ever use your personal data with your consent, or where it is lawful and necessary:

- to enter into, or perform, a business contract with you i.e. provide you with a quotation and supply of goods
- to comply with a legal duty
- to protect your vital interests
- for our own (or a third party's) lawful interests, provided your rights don't override these.

In any event, we will only use your information for the purpose or purposes it was collected for (or for closely related purposes).

We may process personal information for certain legitimate business purposes, which include some or all of the following:

- where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our customers
- to identify and prevent fraud
- to enhance the security of our network and information systems
- to better understand how people interact with our websites
- to provide postal communications which we think will be of interest to you

Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard and take account of these rights at all times.

When we process your personal data for our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests - we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You have the right to object to this processing if you wish, and if you wish to do so, please email [data@marchington.net](mailto:data@marchington.net). Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

## Where we keep it

We are based in the UK. All the personal data we process is undertaken by our UK staff and stored on our secure servers. Our IT hosting and maintenance providers hold this information on servers located within the EU. Some organisations which provide services to us may transfer personal data outside of the EU, but we will only allow them to do if your data is adequately protected.

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For example, some of our systems use Microsoft products. As a US company, it may be that using their products result in personal data being transferred to or accessible from the US. However, we will allow this as we are certain personal data will still be adequately protected (as Microsoft is certified under the USA's Privacy Shield scheme).

No third parties have access to your information unless the law allows them to do so.

We have processes and controls in place to oversee the effective and secure processing of your personal data.

### **External Links**

You may be directed to view our website which only looks to contain safe and relevant external links to other sites. We ask all users to note that these external sites are not operated or owned by Marchington Stone Ltd, and therefore we do not control or are responsible or liable for the content and their policies. Users are asked to review their privacy policies from these links.

### **Social Media Platforms**

Marchington Stone Ltd do not currently operate any social media accounts. The Website Privacy Notice will be updated if this situation changes in the future.

### **Disclosing Information**

We will only pass on your information if we have a legal obligation to do so, or if we have to enforce our terms of use and other agreements. For example, we need to pass on your address and contact number to our haulier for deliveries.

We will not share your information with any other organisations for marketing, market research or commercial purposes, and we do not pass on your details to any websites.

### **How long we keep it**

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing e-mails, we will stop storing your e-mails for marketing purposes (though we will keep a record of your preference not to be e-mailed).

We continually review what information we hold and delete what is no longer required. We never store payment card information. We will not retain your data for any longer than necessary and typically we will keep your data for six years after the date of completion of our contract with you.

### **What are your rights?**

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a data subject access request)
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)

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- the right to have inaccurate data rectified
- the right to object to your data being used for marketing or profiling; and

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

To request access to your personal data or withdraw your consent at any time, please email [data@marchington.net](mailto:data@marchington.net)

### **Complaints**

If you wish to raise a complaint on how we have handled your personal data, you can contact our data compliance manager who will investigate the matter. Please email [data@marchington.net](mailto:data@marchington.net)

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office, the UK supervisory authority for data protection issues at <https://ico.org.uk/concerns/>

### **Changes to This Privacy Policy**

The policy will be reviewed and updated when necessary. Any changes made to this policy will be posted to the website.

### **Contact us**

If you have any questions, comments or requests regarding our Privacy Policy, please do not hesitate to contact us. Our contact details are:

Marchington Stone Ltd  
105 Buxton Road  
High Lane  
Stockport

Telephone: 01663 765000

Email the Data Compliance Manager: [data@marchington.net](mailto:data@marchington.net)

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