



Data Privacy Notice

How we use your personal information

This privacy notice is to let you know how Europa Blinds promises to look after your personal information and explains how we do this and tells you about your privacy rights and how the law protects you.

Our Privacy Promise

We promise:

- To keep your data safe and private.
- To allow you to review the ways we communicate with you.

How the law protects you

As well as our Privacy Promise, your privacy is protected by law. Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. Our legitimate reason to hold your personal data is because you are a customer of Europa Blinds.

Where we collect personal information from

We may collect personal information about you:

- When you become a customer of Europa Blinds
- When you talk to us on the phone
- When you use our website
- In emails and letters you send us

Your rights

Your personal data is protected by legal rights, which include your rights to:

- Object to our processing of your personal data;
- Request that your personal data is erased or corrected;

- Request access to your personal data.
- You can ask that we do not make our decision based on the automated score alone.
- You can object to an automated decision and ask that a person reviews it.

For more information or to exercise your data protection rights, please contact us using the contact details below.

If you choose not to give personal information

If you choose not to give us your personal information, it may affect our ability to be able to fit products you have purchased from Europa Blinds.

How long we keep your personal information

We will keep your personal information for as long as you are a customer of Europa Blinds. After you stop being a customer, we will keep your data for a further period of 7 years for one of these reasons:

- To respond to any questions or complaints.
- To show that we treated you fairly.
- To maintain records according to rules that applies to us.

How to get a copy of your personal information

You can access your personal information we hold by writing to us at this address:

Europa Blinds
328 Gloucester Road
Bristol
BS7 8TJ

Letting us know if your personal information is incorrect

You have the right to question any information we have about you that you think is wrong or incomplete. Please contact us if you want to do this. If you do, we will take reasonable steps to check its accuracy and correct it.

What if you want us to stop using your personal information?

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

Sharing of personal data

We do not share your personal information with any third party for marketing purposes for our business. However, we use your personal information (your surname) as a reference when we order your blinds in from a supplier, if applicable. This is for internal procedures only which allows us to reconcile any deliveries against customer's orders.

Formats for sharing data

You have the right to get your personal information from us in a format that can be easily re-used. You can also ask us to pass on your personal information in this format to other organisations.

How to complain

Please let us know if you are unhappy with how we have used your personal information. You can contact us by

- Telephone 0117 9425270
- Or write to us at the above address

You can also contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.