

# CONGLETON GARDEN MACHINERY

## PRIVACY POLICY (Website)

This website is operated by Congleton Garden Machinery. We take your privacy very seriously therefore we urge you to read this policy very carefully because it contains important information about us and:

the personal information we collect about you, our users  
what we do with your information, and  
who your information may be shared with.

### Who we are

Congleton Garden Machinery (“we” or “us”) are a data controller for the purposes of the Data Protection Act 1998 (i.e. we are responsible for, and control the processing of, your personal information).

### Information we collect

#### a) Personal information you provide to us:

Your Name  
Your Address  
Your telephone number  
Your email address  
Your payment details

Examples of when we collect this information include:

When making purchases  
When delivering machinery  
When making payments

#### b) Personal information provided by third parties:

We may receive information about you from other sources. This information may include:

Credit information

We will add this information to the information we hold about you for the following purposes:

To check customer creditworthiness

#### c) Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agree that you:

Shall consent on their behalf to the processing of their personal data;  
Shall receive any data protection notices on their behalf; and  
Shall consent on their behalf to the transfer of their personal data abroad.

#### d) Monitoring and recording communications

We may monitor communications such as emails and telephone calls for the following purposes:

Training and Compliance

### **How we use the information we collect**

We collect information about our users for the following purposes:

Identify you and manage any accounts you hold with us; process your order; deliver your order; make courtesy calls regarding your purchases.

### **Who your information may be shared with**

We may share your information with:

Law enforcement agencies in connection with any investigation to help prevent unlawful activity

### **Marketing**

We would like to send you information about products, services, offers, competitions and our business which may be of interest to you. Such information could be sent by post, email or telephone.

We will ask whether you would like us to send you marketing messages on the first occasion that you provide any relevant contact information (i.e. on purchase, entering a competition, etc.) If you do opt in to receive such marketing from us you can opt out at any time (see “what rights do you have” below for further information). If you have any queries about how to opt out, or if you are receiving messages you do not want you can contact us using the details provided below.

### **Keeping your information secure**

We will use technological and organisation measures to keep your information secure. These measures may include the following examples:

User account access is controlled by a unique username and password;  
All data is stored on secure servers;  
Payment details are encrypted.

However, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from your or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

### **What rights do you have?**

#### You can request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of it, please:

- Email, call or write to us (using the contact details below)
- Let us have proof of your identify and address (a copy of your driving licence or passport and a recent utility or credit card bill) and

- Let us know the information you want a copy of, including any account or reference numbers, if you have them

#### Right to correct any mistakes in your information

You can request us to correct any mistakes in your information which we hold free of charge. If you would like to do this please:

- Contact us using the contact details below
- Let us have enough information to identify you (e.g. name, address etc), and
- Let us know the information that is incorrect and what it should be replaced with.

#### Right to ask us to stop contacting you with direct marketing

You can ask us to stop contacting you for direct marketing purposes. If you would like to do this, please:

- Email, call or write to us (using the contact details below)
- Let us have proof of your identify and address (a copy of your driving licence or passport and a recent utility or credit card bill) and
- Let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you only (for example, you may be happy for us to contact you by email but not by telephone)

From time to time we may also have other methods to unsubscribe from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selection to unsubscribe in which marketing may still be received while your request is being processed.

#### **Contacting us**

If you have any questions about this policy or the information we hold about you, please contact us by:

Email: [accounts@mowersplus.co.uk](mailto:accounts@mowersplus.co.uk)

Post: Congleton Garden Machinery  
Unity 7, Congleton Trade Centre  
Back Lane  
Congleton  
Cheshire  
CW12 4XJ

Or

Telephone 01260 278332

Calls will be answered at the following times:

Monday- Friday: 8.00am to 5.00pm

We may record calls for quality and training purposes