

Cotswold Organs Privacy Policy

Introduction

The Cotswold Organ Company Ltd will only collect information that is relevant to providing our services to you, or, in the case of our employees, to enable us to keep accurate information about you during your time in your role. We will keep your information as long as permitted for our legitimate business purposes and for any further retention period that we are legally required to meet. We may sometimes need to transfer your information to third parties who provide services to us; this is done on the understanding that they keep the information confidential and use it only for our agreed purposes. All third parties that we work with are within the UK.

How we use our employees' information

The Cotswold Organ Company Ltd holds the following details about its employees:

- Personal information, including your full name, address and date of birth, along with any further personal information that you have provided to The Cotswold Organ Company Ltd and given us permission to record
- Details of any occasions that you contact us or when we contact you

If you provide us with your personal information we will keep the information for as long as is necessary to comply with any statutory or legal obligations or for audit purposes.

How we use client information

We store and process data relating to our clients, in order to fulfil our contractual obligations and under the provisions made for legitimate interests in GDPR. It is used in the following ways:

- We employ email, direct mail, text and live telephone calls to contact our potential and existing customers. Events that we contact their data regarding include: Generation of new sales opportunities. Research, such as measuring customer satisfaction, benchmarking our products and services against others and understanding new potential markets and the appetite for new products. Aftersales support for customers in order to advise them of maintenance requirements. Customer care, where we contact customers for safety related product recalls and advise about service plans or warranties.

If you would like more information about how we may contact you, please call us on 01905 381482 or email us on enquiries@cotswoldorgans.co.uk. It is very important to us that the contact that we make is relevant, helpful and improves your customer experience.

If you wish to opt out of any of the above types of contact, you can do so by clicking here: (unsubscribe button) and telling us which types of contact you wish to stop receiving, We will ensure to desist any contact from which you have opted out within a maximum of two working days.

Confidentiality and access requests

If you make an informal request to see part of your information because you would like to check specific details, we will be happy to discuss these requests with you in a transparent manner.

However, as you will appreciate, there is a need for us to protect your confidentiality. We will therefore seek to verify your identity by asking you to provide us with proof by answering some questions or to provide a written authority before we make the information available.

You have the right to see and receive a copy of any personal information we may hold about you. In most circumstances, we will not charge a fee for this service and we will respond within 28 days of the request being received. If, however, the request is unnecessarily lengthy or considered to be mischievously made, we will charge a "reasonable " processing fee of £10 to cover our administration costs.

To request a copy of the personal information we hold on you, please write to us at;

The Cotswold Organ Company Ltd
Orchard House
Rye Hill Lane
Broughton Hackett
Worcester
WR7 4BP

You can also email us at enquiries@cotswoldorgans.co.uk

Sharing your details

The Cotswold Organ Company Ltd may be required to disclose your personal information to other parties or organisations if any of the following applies:

- We have your specific consent; or
- Where we have sold their service or product to you; or
- Where we are required or permitted to do so by law or regulation.

Consent

Here are The Cotswold Organ Company Ltd, we take your privacy seriously. We will only retain and process data for the legitimate interests of our company and the interests of the individuals and business entities with whom we are dealing.

Correction of details

You have the right to have any inaccurate information corrected. To request an amendment to your details please write to:

The Cotswold Organ Company Ltd
Orchard House
Rye Hill Lane
Broughton Hackett
Worcester
WR7 4BP

You can also email us at enquiries@cotswoldorgans.co.uk

Complaints

If you are not satisfied by our actions and how we have used your information you can seek recourse through our internal complaints procedure, the Information Commissioner or the courts. Our Managing Director will deal with any written complaint about the way a request has been handled and about what information has been disclosed. The Managing Director can be contacted at:

The Cotswold Organ Company Ltd
Orchard House
Rye Hill Lane
Broughton Hackett
Worcester
WR7 4BP
Telephone: 01905 381482

You can also email us at enquiries@cotswoldorgans.co.uk

If you remain dissatisfied, you have the right to refer the matter to the Information Commissioner.

The Information Commissioner can be contacted at:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF