

Privacy Policy

Who Are We?

We are GEM Partners Ltd trading as Astwood Log Cabins and Roof Shingles UK.

Our website addresses are www.astwoodlogcabins.co.uk, www.roofshinglesuk.co.uk and www.shropshiregardenlogcabins.co.uk.

If you need to contact us the address is:

GEM Partners Ltd

Unit D3 Wem Industrial Estate

Soulton Road

Wem

Shropshire

SY4 5SD

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 18th May 2018.

What Personal Data Do We Collect and Why Do We Collect It?

We collect certain personal data from you which is a contractual necessity i.e. we need it to process your enquiry or order. This includes data such as your name, address, telephone number and email address.

We also require some of this information to comply with legal obligations i.e. to show our sales for VAT.

From time to time we may also use your data for legitimate business interests i.e. to send follow up emails. We may contact you by email, phone or mail.

Personal data may be collected over the phone, in person, and by purchasing items from our websites.

Data may also be collected by contact forms, cookies, analytics and other third party applications we use on our websites.

You can choose to accept or decline cookies when you first visit our websites.

If we want to collect any other kinds of data from you or use the data we hold for purposes other than the above we will not do so without your consent.

Who Do We Share Your Data With?

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

We do however use third party applications to help us gather, process and store data. This means your data is effectively 'shared' with them. Here is a non-exhaustive list of some of the providers we use.

- Quickbooks
- First Data Merchant Services
- Paypal
- Microsoft Cloud
- Google Analytics & Adwords
- Wordpress
- Woocommerce
- Ebay

We may also provide links to other websites that you might find useful.

If you are concerned over the privacy of third party applications and websites you can find their privacy policies on their websites.

How Do We Store Your Data and How Long Do We Keep It?

We keep both paper records and electronic data.

Paper records are kept for 7 years. After this they will be shredded or incinerated.

Electronic data may be kept indefinitely.

What Rights Do You Have Over Your Data?

You have the right to request a file of the personal data we hold about you.

You can also withdraw any consent you have given us to us your data in certain ways.

You have a right to request that we erase any personal data that we hold about you.

You can do this in writing to the address at the top of this policy.

We will need to verify your identity before we can release any data.

These rights do not cover any data we are required to keep for administrative, legal or security purposes.

Where Do We Send Your Data?

Some of the third party applications we use may send or store data outside the European Union, for more information please see their privacy policies.

How Do We Protect Your Data?

We have appointed an employee to take responsibility for data protection compliance and carry out privacy assessments.

We have put in place suitable physical, electronic and managerial procedures to safeguard and secure your data for example paper records are stored in locked buildings, computers are protected by anti-virus software, admin access is restricted and passwords are not shared.

What Happens If There Is A Data Breach?

In the event of a breach we will take immediate action and notify any individuals who may be affected. The level of action will depend on the nature of the breach and may involve anything from the changing of passwords to notifying the relevant authorities.

Complaints?

If you are unhappy with the data we are holding on you or the way we handle it you have a right to complain to the Information Commissioners Office, details of the procedure can be found at www.ico.org.uk