

## Somercourt Limited Trading As Height Adjustable Desks.com

### Section 1

#### SOMERCOURT LIMITED TRADING AS HEIGHT ADJUSTABLE DESKS.COM

#### CUSTOMER PRIVACY POLICY

#### **What is the website's privacy policy?**

Somercourt Limited Trading As Height Adjustable Desks.com is a company registered in England and Wales. Reg No 2825886 Vat No 634386330 Established 1993

#### **OVERVIEW**

Maintaining the security of your data is a priority at us, and we are committed to respecting your privacy rights. We pledge to handle your data fairly and legally at all times. Somercourt Limited Trading As Height Adjustable Desks.com is also dedicated to being transparent about what data we collect intentionally or otherwise about you and how we use it.

This policy, which applies whether you telephone or email us, use your mobile device or go on line, provides you with information about:

- how we use your data;
- what personal data we collect;
- how we ensure your privacy is maintained; and
- your legal rights relating to your personal data.

### Section 2

#### **HOW WE USE YOUR DATA**

##### General

We use your personal data:

- to provide goods and services to you;
- to manage any registered account(s) that you hold with us;
- to verify your identity;
- for crime and fraud prevention, detection and related purposes;
- to enable us to manage customer service interactions with you; and
- where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute).

#### **Other Marketing**

We do not offer any kind of direct Promotional Communications.

We do not send marketing e mails.

We do not make sales calls.

We do not employ any external agencies to promote the direct marketing of this company.

### **Web Banner Advertising**

We do not use any form of Web Banner Advertising.

### **Sharing data with third parties for marketing purposes.**

We do not share your data with any third parties for marketing purposes.

### **Other third parties exceptions.**

We will not disclose your personal data to any third party, except as set out below. We will never sell or rent our customer data to other organisations for marketing purposes.

We may share your data with:

- credit reference agencies where necessary for card payments;
- governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so: -
- to comply with our legal obligations;
- to exercise our legal rights (for example in court cases);
- for the prevention, detection, investigation of crime or prosecution of offenders; and
- for the protection of our employees and customers.

### **International transfers**

To deliver products and services to you, it is sometimes necessary for us to share your data outside of the European Economic Area. This will typically occur when service providers are located outside the EEA or if you are based outside the EEA. These transfers are subject to special rules under data protection laws.

If this happens, we will ensure that the transfer will be compliant with data protection law and all personal data will be secure. Our standard practice is to use 'standard data protection clauses' which have been approved by the European Commission for such transfers. Those clauses can be accessed here.

### **How long do we keep your data?**

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 6 years.

### **Section 3**

#### **WHAT PERSONAL DATA DO WE COLLECT?**

We may collect the following information about you:

- your name
- your contact details: postal address including billing and delivery addresses, telephone numbers (including mobile numbers) and e-mail address;
- purchases and orders made by you;
- when you make a purchase or place an order with us, your payment card details;
- your location;
- your correspondence and communications with us; and

**Our website is not intended for children and we do not knowingly collect data relating to children.**

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this Policy.

Some of the above personal data is collected directly, for example when you set up an on-line account on our websites, or send an email to our customer services team.

### **Section 4.**

#### **HOW WE PROTECT YOUR DATA**

##### **Our controls**

We are committed to keeping your personal data safe and secure.

Our security measures include: -

- encryption of data;
- regular cyber security assessments of all service providers who may handle your personal data;
- regular scenario planning and crisis management exercises to ensure we are ready to respond to cyber security attacks and data security incidents;
- daily penetration testing of systems;
- security controls which protect the entire Somercourt Ltd and Somercourt Limited Trading As Height Adjustable Desks.com IT infrastructure from external attack and unauthorised access; and- internal policies setting out our data security approach and training for employees.

## Section 5

### WHAT YOU CAN DO TO HELP PROTECT YOUR DATA

We will never ask you to confirm any bank account or credit card details via email. If you receive an email claiming to be from us asking you to do so, please ignore it and do not respond.

If you are using a computing device in a public location, we recommend that you always log out and close the website browser when you complete an online session.

In addition, we recommend that you take the following security measures to enhance your online safety both in relation to our companies and more generally: --

- keep your account passwords private. Remember, anybody who knows your password may access your account.
- when creating a password, use at least 8 characters. A combination of letters and numbers is best. Do not use dictionary words, your name, email address, or other personal data that can be easily obtained. We also recommend that you frequently change your password. You can do this accessing your account, clicking 'your account', clicking 'your data' and selecting 'change password'.
- avoid using the same password for multiple online accounts.

## Section 6

### YOUR RIGHTS

You have the following rights:

- the right to ask what personal data that we hold about you at any time, free of charge.
- the right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you free of charge; and
- (as set out above) the right to opt out of any marketing communications that we may send you.

If you wish to exercise any of the above rights, please contact us using the contact details set out below.

## Section 7

### LEGAL BASIS FOR USING DATA

We are required to set out the legal basis for our 'processing' of personal data.

Legal basis for Somercourt Limited Trading As Height Adjustable Desks .com processing customer personal data

#### General

Somercourt Limited Trading As Height Adjustable Desks.com , collects and uses customers' personal data because is it necessary for:

- the pursuit of our legitimate interests (as set out below);
- the purposes of complying with our duties and exercising our rights under a contract for the sale of goods to a customer; or
- complying with our legal obligations.

Customers have the right to withdraw consent at any time. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

### **Our legitimate interests**

The normal legal basis for processing customer data, is that it is necessary for the legitimate interests of Somercourt Limited Trading As Height Adjustable Desks.com , including:-

- selling and supplying goods and services to our customers;
- protecting customers, employees and other individuals and maintaining their safety, health and welfare;
- promoting, marketing and advertising our products and services;
- improving existing products and services and developing new products and services;
- complying with our legal and regulatory obligations;
- preventing, investigating and detecting crime, fraud or anti-social behaviour and prosecuting offenders, including working with law enforcement agencies;
- handling customer contacts, queries, complaints or disputes;
- managing insurance claims by customers;
- protecting Somercourt Limited Trading As Height Adjustable Desks.com Its employees and customers, by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to Somercourt Limited Trading As Height Adjustable Desks .com;- effectively handling any legal claims or regulatory enforcement actions taken against Somercourt Limited Trading As Height Adjustable Desks.com ; and- fulfilling our duties to our customers, colleagues, shareholders and other stakeholders.

### **Section 8**

What are the website's terms and conditions?

<https://heightadjustabledesks.com/10/terms-conditions>

### **Section 9**

#### **COOKIES**

Our websites use cookies to collect information. This includes information about browsing and purchasing behaviour by people who access our websites. This includes information about pages

viewed, products purchased and the customer journey around our websites. Detailed information is set out in our Cookie Policy.

## **Cookies Policy**

### **What are cookies?**

Like most websites, our websites use cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart 'phones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our websites. Cookies are essential for the effective operation of our websites and to help you shop with us online. They are also used to tailor the products and services offered and advertised to you, both on our websites and elsewhere.

### **Information collected**

Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device. This includes information about pages viewed, products purchased and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details. We can use cookies to monitor your browsing and purchasing behaviour.

### **How are cookies managed?**

The cookies stored on your computer or other device when you access our websites are designed by:

- us, or on behalf of ourselves, and are necessary to enable you to make purchases on our website;

### **What are cookies used for?**

The main purposes for which our cookies are used are: -

For technical purposes essential to effective operation of our websites, particularly in relation to on-line transactions and site navigation.

### **How do I disable cookies?**

If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use. Further details on how to disable cookies for the most popular browsers are set out below: -

#### **For Microsoft Internet Explorer:**

1. Choose the menu "tools" then "Internet Options"
2. Click on the "privacy" tab
3. Select the setting the appropriate setting

For Google Chrome:

1. Choose Settings> Advanced

2. Under "Privacy and security," click "Content settings".

3. Click "Cookies"

**For Safari:**

1. Choose Preferences > Privacy

2. Click on "Remove all Website Data"

**For Mozilla firefox:**

1. Choose the menu "tools" then "Options"

2. Click on the icon "privacy"

3. Find the menu "cookie" and select the relevant options

**For Opera 6.0 and further:**

1. Choose the menu Files"> "Preferences"

2. Privacy

**What happens if I disable cookies?**

This depends on which cookies you disable, but in general the website may not operate properly if cookies are switched off. If you only disable third party cookies, you will not be prevented from making purchases on our sites. If you disable all cookies, you will be unable to complete a purchase on our sites.

**Section 10**

**CONTACT INFORMATION**

If you have any questions about how we use your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by any of the following means:

- phone us on: 01823668428;

- e-mail us at: [info@somercourt.co.uk](mailto:info@somercourt.co.uk)

- write to us at:

Somercourt Limited

7A Castle Rd

Chelston Business Park

Wellington

Somerset

TA219JQ

If you are still dissatisfied you have the right to lodge a complaint with the Information Commissioner's Office. Further information, including contact details, is available at <https://ico.org.uk>.

## Section 11

### **UPDATES**

The latest update to this policy was 25<sup>th</sup> May 2018.