

Privacy Policy

N Froy & Sons Ltd. (us or we) collects and processes personal data relating to its customers in order to manage the relationship between the company and its customers.

The company is committed to being transparent about how it collects and uses that data and meeting its data protection obligations.

What information do we collect?

We collect information about you when you contact us through our website, open an account (or credit account), place an order for products or a service and when you make an enquiry directly through us or through one of our suppliers.

This may be done on our website, by telephone, by email, post or via our websites (FROYS.CO.UK, QISHOWERS.CO.UK or THAMESRAILS.CO.UK)

The type of information we may collect may include:

- Your name, address(s) and contact details including emails address(s) and telephone number(s)
- How you use our emails – for example whether you open them and which links you click on
- Your Internet Protocol (IP) address and details of which version of web browser you used

We use analytics software to collect information about how you use FROYS.CO.UK, QISHOWERS.CO.UK & THAMESRAILS.CO.UK. We do this to help make sure the sites are meeting the needs of its users and to help us make improvements where necessary.

These analytics software store the following information:

- The pages you visit on our websites
- How long you spend on each page
- How you navigate to our sites
- What you click on whilst visiting our sites

We use analytics software does not collect or store your personal information so this information cannot be used to identify who you are.

When you enter a competition or promotion (for example the Bathroom Brands Sale), we may also ask for your contact details so we can suitably manage the competition or promotion.

We may use your information:

- To process your order(s) or manage your account (if applicable)
- To contact you for your views on the services and products we supply
- To advise you about important changes to our sites, services or terms and conditions
- To promote the products and services we offer or for market research purposes

We will only retain your personal data for as:

- It is needed for the purposes set out in this document
- The law requires us to

In general, this means that we will only hold your personal information for a minimum of 1 year and a maximum of 7 years.

We will endeavour to keep all information held relation to you up to date and accurate where possible however we also rely on you to notify us if your information requires updating.

The data we collect may be shared with suppliers or agencies.

We will not rent or sell your data to third parties; however, we may use other companies to provide services to you on our behalf. These services may include but are not limited to answering your questions about products or services, sending post or emails and analysing data. We will only provide those companies with the information they require to suit the relevant service and they are prohibited from using that information for any other purpose.

We may have to disclose your information by law or because a court or the police or other law enforcement agency has asked us for it. In the event that a majority of our shares were bought by another company or we transferred a substantial amount of our assets to another company we would also disclose that information to the purchaser.

How is your information stored & protected?

We store your information in a suitably secure environment on our system and the data can only be accessed by employees that require the information to carry out their jobs. Your data will not be shared outside the EEA (European Economic Area).

What rights do you have as a data subject?

- To access and obtain a copy of your data on request
- To require N Froy & Sons Ltd to change or correct incomplete data
- To require the company to delete or stop processing your data where the data is no longer relevant for the purpose of processing
- Object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing
- Ask the organisation to stop processing data for a period of time if it is inaccurate or incomplete or if there is a dispute about whether or not your interest override the organisation's legitimate grounds for processing the data.

Contact us

If you would like to exercise any of these rights, please contact **N Froy & Sons Ltd, Unit 200 Focal Point, Fleming Way, Crawley, West Sussex RH10 9DF**. We may charge a fee for dealing with such requests in accordance with the Information Commissioner's Office code of practise.