

## **Privacy Policy**

This privacy policy applies to Mitcham Builders Merchants Limited (the "Website"). We at Mitcham Builders Merchants take your privacy seriously. This policy covers the collection, processing and other use of personal data under the Data Protection Act 1998 ("DPA") and the General Data Protection Regulations ("GDPR").

By using the Website, you consent to this. We are registered with the Information Commissioner's Office for this purpose.

### **Information We Collect**

We will collect personal data on this Website only if it is directly provided to us by you the user, e.g. your e-mail address, name, home or work address and telephone number, and therefore has been provided by you with your consent. Normally you will only provide such details if you wish to make a purchase from us.

### **Use Of Your Information**

We may hold and process personal data that you provide to us in accordance with the DPA and GDPR.

The information that we collect and store relating to you is primarily used to enable us to provide our services to you, and to meet our contractual commitments to you. In addition, we may use the information for the following purposes:

If you are an existing customer, we may contact you with information about goods and services similar to those that were the subject of a previous sale to you.

### **Disclosure Of Your Information**

We may disclose your information to regulatory bodies to enable us to comply with the law and to assist fraud protection and minimise credit risk.

Where you have consented for us to do so, we may provide your data to selected third parties who may contact you about their goods or services that you may be interested in.

If you do not want us to use your data for our or third parties' use, you will have the opportunity to withhold your consent to this when you provide your details to us on the form on which we collect your data, or you can do so by sending us an email to [sales@mitchambm.co.uk](mailto:sales@mitchambm.co.uk) at any time.

## **Controlling The Use Of Your Data**

If you have given us consent to use your data for a particular purpose you can revoke or vary that consent at any time. If you do not want us to use your data or want to vary the consent that you have provided you can email us at [sales@mitchambm.co.uk](mailto:sales@mitchambm.co.uk) at any time.

## **Security**

The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

## **PCI Compliance**

Mitcham Builders Merchants Limited is committed to protecting consumer credit card data in compliance with the Payment Card Industry Data Security Standard (PCI DSS). Our alignment with this standard is reflected in the people technologies and processes we employ.

We conduct regular vulnerability scans and penetration tests in accordance with the PCI DSS requirements for our business model. We attest to our PCI compliance annually, and our most recent self attestation was completed January 2024.

## **How Long We Keep Your Personal Information**

We retain your personal information for no longer than is necessary for the purposes for which the personal information is collected. When determining the relevant retention periods, we will consider factors including:

Legal obligation(s) under applicable law to retain data for a certain period of time;

Statute of limitations under applicable law(s);

(potential) Disputes, and;

Guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your information once this is no longer needed.

## **Your Rights**

The DPA and GDPR give you the right to access information held about you by us. Please write to us or contact us by email if you wish to request confirmation of what personal information we hold relating to you. You can email us at [sales@mitchambm.co.uk](mailto:sales@mitchambm.co.uk).

You have the right to change the permissions that you have given us in relation to how we may use your data. You also have the right to request that we cease using your data or that we delete all personal data records that we hold relating to you. You can exercise these rights at any time by emailing us at [sales@mitchambm.co.uk](mailto:sales@mitchambm.co.uk).

## **Changes To This Policy**

We may update these policies to reflect changes to the website and customer feedback. Please regularly review these policies to be informed of how we are protecting your personal data.

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us at [sales@mitchambm.co.uk](mailto:sales@mitchambm.co.uk).