

# PRIVACY POLICY STATEMENT

## About Oxleys Furniture Ltd

Oxley's Furniture Ltd is a manufacturer, importer and reseller of outdoor furniture and accessories. Our factory and office is located in Blockley, Glos.

We are fully committed to safeguarding the privacy of our customers, website visitors and those enquiring about our products, in accordance with GDPR regulations. We have organisational and technical security measures and policies in place to ensure the protection of personal data.

## About this Privacy Notice

This Privacy Notice explains how and why we collect and use your Personal Data which will normally be associated with responding to enquiries, fulfilling orders and undertaking marketing campaigns.

## Personal Information we may collect from you

We only collect a limited amount of data that allows us to manage the business effectively. These include the following:

- \* Enquiry data: your name, email address &/or phone number that you provide by filling in an enquiry form on our website.
- \* Contact data: your name, address, email address &/or phone number that you provide when contacting our office requesting further information about our products and services or when placing an order.
- \* Transaction data: details of any transactions made ie. a record of goods purchased and invoiced amounts.
- \* Financial data: credit/debit card details are taken over the phone only but not stored in any way following the transaction process.
- \* Notification data: your address &/or email address that you provide to us for the purpose of receiving email notifications/promotional material, when consent is given.

We do not currently use Cookies or Google Analytics.

## How we use your personal data

We process (ie. collect, store and use) any personal data as outlined above for the legitimate and proper administration of our business in our office and on our CRM system, in a manner compatible with the GDPR. We aim to respond to enquiries appropriately, fulfil orders and maintain a legitimate and relevant marketing operation, following your stated marketing preferences.

Our employees are obligated to maintain confidentiality in all recording, storing and processing of data. We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary.

You have the right to receive information about your stored personal data at any time. Please contact us for requests for information, correction or deletion of your data.

## Providing your personal data to others

We will never sell, distribute or lease your personal information to third parties.

If we are not delivering furniture ourselves, a customer's address & contact number only will be passed onto an external delivery company solely for the purpose of fulfilling the delivery of furniture. These contracted third parties are obliged to respect and securely handle this limited information.

We may disclose your personal data to our insurers and/or professional advisers only insofar as necessary for the purposes of managing insurance coverage and insurance/legal claims.

Our payment service provider is WorldPay and any processing of financial data is secured & encrypted using SSL technology. We are fully compliant under PCI regulations.

We may retain your personal data in order to comply with our legal obligations.

We reserve the right to make changes to the privacy statement at any time and without notice should we need to make amendments.

Your trust is important to us. Therefore, we wish to be available at all times to answer questions about your personal data. If you have questions which this privacy statement has not been able to answer, or if you would like more detailed information, please contact our data protection officer at [info@oxleys.com](mailto:info@oxleys.com).

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