



What is our privacy policy

At Wiltshire Timber and Building Supplies Ltd ("Wiltshire Timber," "we," "us," or "our"), we are committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect the personal information we collect from our customers and users ("you" or "your") when you interact with our website, products, and services. This includes providing you with sales information and a more personalised visiting experience. This privacy statement does not affect your rights under Data Protection legislation.

This policy (together with our terms of use and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the "Act"), the data controller is Wiltshire Timber & Building supplies Ltd.

THE INFORMATION WE COLLECT

The personal data we collect about you includes the following:

- Information that you provide by filling in forms on our site; www.wiltshiretimbersupplies.co.uk (any of these and/or all will be referred to throughout this document as "our site"). This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services. We may also ask you for information when you enter a competition or promotion sponsored by us, and when you report a problem with our site.
- When you make a purchase, register for an account, subscribe to our newsletter, or contact us, we may collect personal information such as your name, email address, postal address, phone number, and payment details.
- If you contact us, we may keep a record of that correspondence.
- We may collect information about how you interact with our website, including your IP address, browser type, device information, pages visited, and the referring website.
- Cookies and Similar Technologies: We may use cookies and similar technologies to collect information about your browsing activities. You can manage your cookie preferences through your browser settings.

HOW WE USE THE INFORMATION

We use personal data held about you in the following ways:

- **Providing Products and Services:** To process your orders, fulfil your requests, and provide you with our products, services, and customer support.
- **Communication:** To communicate with you about your orders, inquiries, and provide you with updates, newsletters, and promotional materials. You can opt-out of these communications at any time.
- **Personalisation to our site:** To ensure that content from our site is presented in the most effective manner for you and for your computer;
- **Personalisation:** To personalise your experience, including recommending products and services that may be of interest to you.
- To carry out our obligations arising from any contracts entered into between you and us;
- To allow you to participate in interactive features of our service, when you choose to do so;
- To notify you about changes to our service and about important functionality changes to our site;
- For the prevention and detection of fraud; and
- When you enter an on-line contest or promotional feature, to administer the contest or promotion and notify winners. Each promotion will be subject to its own terms and conditions
- **Analytics and Improvement:** To analyse trends, administer our website, improve our products, services, and user experience, and for research purposes.
- **Compliance and Legal Obligations:** To comply with applicable laws, regulations, and legal processes, respond to legal requests, and protect our rights, privacy, safety, and property.
- For training purposes, some telephone calls may be monitored.
- From time to time we may share links to third parties and their websites. If you transfer to other sites by using a link from our site to theirs we may receive aggregate or otherwise anonymous statistical information about your trip to these sites. We treat this information with the same care as we treat other information that you entrust to us but we are not responsible for the privacy policies or content of such websites and we do not accept any responsibility or liability for these policies or content. Please check the privacy policy of each website you visit before you submit any personal data to these websites.

Sharing of your personal information

We may share your personal information with third parties in the following circumstances:

- **Service Providers:** We may share your personal information with trusted third-party service providers who assist us in operating our website, processing payments, delivering products, and providing other services. These service providers are obligated to handle your information securely and confidentially.

- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred to the acquiring entity or third party involved.
- **Legal Requirements:** We may disclose your personal information if required by law, court order, or government regulation, or if we believe disclosure is necessary to protect our rights, safety, or property.
- As customer satisfaction is important to us, we may ask a third party research company to contact you for the sole purpose of gathering general information and specific information relating to us and our products and services.

YOUR RIGHTS

You may request copies of the personal data we hold about you. Any access request may be subject to a fee of £10 to meet our costs in responding to the request. Please send such requests in writing to enquiries@wiltshiretimbersupplies.co.uk. If you have any questions, requests and/or comments about data privacy and/or this privacy policy, send an email to enquiries@wiltshiretimbersupplies.co.uk

If you believe that any personal data we hold about you is inaccurate, you should write to us at Wiltshire Timber & Building Supplies Ltd , Unit B8 Ashville Court, Methuen Park, Chippenham, SN14 0ZE or email us at enquiries@wiltshiretimbersupplies.co.uk telling us what you believe is wrong with your information and what you believe should be done to correct it.

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your personal data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your personal data. You can also exercise the right at any time by contacting us at Wiltshire Timber & Building Supplies Ltd, Unit B8 Ashville Court, Methuen Park, Chippenham, SN14 0ZE.

HOW WE PROTECT YOUR INFORMATION

We are committed to the security of our customers' information and personal data. We implement appropriate security measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

- **Access and Correction:** You may access, update, or correct your personal information contacting us directly.

- **Marketing Communications:** You can opt-out of receiving marketing communications from us by following the instructions provided in the communication or contacting us directly.

We are committed to the security of our customers' information and personal data. We take precautions to protect all of the customer personal data we have collected as you would expect of a prudent and responsible organisation.

However, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site or cash/credit accounts with us, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Except in the case of fraud, death or personal injury resulting from our negligence, we do not, to the extent permitted at law, accept responsibility for or any liability resulting from any security breaches which may occur.

YOUR OBLIGATIONS

You shall comply with the Act (including any subordinate legislation made under it and guidance issued by the Information Commissioner) and any related legislation in relation to any personal data provided to us or held by or on behalf of you as a result of or in connection with or necessary for the use of our site.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be documented and, where appropriate, notified to you by e-mail.