



PRIVACY POLICY

"Personal Information" means any information about or related to you which is provided by or collected from you or otherwise received by us, including but not limited to any personal data from which you may be identified;

"Users" means the users of our site collectively;

"us/our/we" means South West Shopfittings Limited T/A Shelving Megastore, a company registered in England and Wales under the number 06182927, whose registered office is located at Ensign House, Parkway Court, Longbridge Road, Plymouth, PL6 8LR, United Kingdom and whose main trading address is located at Units 1 and 17, Gallows Park Works, Millbrook, Torpoint, Cornwall PL11 3AX, United Kingdom;

"our site" means the website located at www.shelvingmegastore.com or any subsequent URL which may replace it; and

"you/your" means a user of our site.

YOUR PRIVACY

We are committed to protecting and respecting your privacy.

For the purpose of the Data Protection Act 1998 (the "**Act**"), the data controller is South West Shopfittings Limited T/A Shelving Megastore, company number 06182927, of Units 1 and 17, Gallows Park Works, Millbrook, Torpoint, Cornwall PL11 3AX, United Kingdom.

In order to protect the security of your Personal Information, we have endeavoured to minimise the risks involved in communicating and transmitting sensitive information by email by putting appropriate policies, rules and technical measures in place to protect any information transmitted to or from us by electronic means from improper use or disclosure, unauthorised access, unauthorised modification, unlawful destruction or accidental loss.

Personal Information we may collect from you

We may collect and process the following Personal Information about you:

- Information that you provide to us in your dealings with us. This includes information provided at the time of registering to use our site, or when you request further information from us.
- We may also ask you for information when you enter a promotion conducted by us, or when you report a problem with our site.
- If you contact us, we may keep a record of that correspondence.
- Details of transactions you carry out through our site and of the fulfilment of your orders.
- Details of your visits to our site including, but not limited to, traffic data, location data and the resources that you access.

We may hold Personal Information that you provide to us (such as on an application or registration form) or that we may obtain from another source (such as our suppliers or marketing organisations). This information may include your name, address, date of birth, gender, telephone numbers, email address, occupation and employment data and details of how you use our products. In the event that we undergo re-organisation or are sold to a third party you agree that your Personal Information may be transferred to that re-organised entity or third party for the purposes of and subject to this Privacy Policy.

IP addresses

We may collect information about your computer, including where relevant your IP address, operating system and browser type. This data is only processed for the purposes of fraud prevention and for various administrative purposes.

Cookie Policy

Our site uses cookies to distinguish you from other Users. This helps us to provide you with an enjoyable experience when you browse our site, and also enables us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

Strictly necessary cookies. These are cookies that are required for the operation of our site. They include, for example, cookies that enable you to log into secure areas of our site, use a shopping cart or make use of e-billing services.

Analytical/performance cookies. They allow us to recognise and count the number of visitors, and to see how visitors move around our site when they are using it. This helps us to improve the way our site works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies. These are used to recognise you when you return to our site. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control.

You can delete existing cookies off your hard drive and choose to block new cookies from our site. You can find out how to do this by visiting <http://www.allaboutcookies.org/manage-cookies/>. However, should you choose to block cookies then some features on our site might not work as expected.

Where we store your personal data

Data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by employees operating outside the EEA who work for us or for our suppliers. Such employees may be engaged in, among other things, the processing of your payment details and the provision of support services. Here we will ensure that we have the necessary contracts and other mechanisms in place to make sure your data continues to be treated in accordance with the provisions of the Act. By submitting your personal data, you agree to this transfer, storing or processing.

All information you provide to us is stored on secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Uses made of the information

Your Personal Information may be held and used by us for a number of purposes, including, without limitation:

- processing your orders; administering your account and billing; settling accounts with those who provide related services to us; disclosing your data to bank and debit and credit card companies to validate your debit or credit card details; dealing with requests, enquiries or complaints and other customer care related activities; conducting debt recovery and legal actions;
- where you have consented to be contacted for such purposes, telling you about our products, special offers, discounts and promotional schemes which we believe may be of interest to you; contacting you regarding the products and services of carefully selected third parties;
- carrying out activities connected with the running of our business such as personnel training, quality control, network monitoring, testing and maintenance of computer and other systems, developing new products and services and in connection with the transfer of any part of our business in respect of which you are a customer; and
- carrying out any activity or disclosure in connection with a legal, governmental or regulatory requirement on us or in connection with legal proceedings, and for the prevention and detection of crime or fraud and the prosecution of offenders or suspected offenders.

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

Disclosure of your Personal Information

We may disclose your Personal Information for processing to our employees, third party consultants, contractors or other service providers who may access your personal information when providing services to us.

We may also disclose your Personal Information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your Personal Information to the prospective seller or buyer of such business or assets; and
- if we are under a duty to disclose or share your Personal Information in order to comply with any legal, governmental or regulatory obligation.

Your rights in relation to your Personal Information

If you would like us to tell you what Personal Information we hold about you, please write to: The Data Controller, South West Shopfittings Limited T/A Shelving Megastore, Units 1 and 17, Gallows Park Works, Millbrook, Torpoint, Cornwall PL11 3AX, United Kingdom.

We will require proof of your identity before providing you with details of any Personal Information we may hold about you. Any request may be subject to an administration fee of £10.00 to meet our costs in providing you with details of the information we hold about you. You can also email us on sales@southwestshopfittings.co.uk or call us on +44 01752 829467 to correct or update any inaccurate or incomplete information and to advise us of any preferences you may have concerning how you can be contacted by us for marketing purposes.