

Privacy, Cookie and Copyright Policy

What happens when you provide your Personal Information to us?

Data Protection Act 1998 - By providing your details to The Upholstery Yard Limited, you agree to us processing and storing your data for the provision of products and services, analysis and administration purposes. This information will only be shared with other partner businesses and not with any other organisation.

In the future we may contact you by mail, telephone, e-mail, fax or other means for marketing purposes. You can opt out of receiving further marketing communications or restrict these as required.

Contact us at: The Upholstery Yard Limited, 16 Dean Court, Charterhouse Road, Godalming, Surrey, United Kingdom, GU7 2AF and state whether you wish to either: -

- a) opt out of all further marketing communications.
- or
- b) opt out of all further marketing communications except those that are designed to update you on new services and products.

As part of our commitment to quality client service, telephone calls may be monitored.

Our Aim

This sets out how The Upholstery Yard Limited intends to protect your privacy and describes your rights and the manner in which any information that can be associated with you (including, for example, your name, address, telephone number, e-mail address and information about your on-line activities) ("Personal Information"), will be collected and used.

What Personal Information do we collect?

Our intention is to collect and use such Personal Information as is reasonably necessary to enable you to make the most of our services. We may also use your Personal Information for dealing with enquiries, tailoring our service to your requirements and preferences, market research and competitions. Occasionally, we may also wish to use your Personal Information to inform you about goods, services, promotions or competitions which we think may interest you.

Security and Disclosures of the Personal Information

As required by the Data Protection Act 1998, we follow strict security procedures in the storage and disclosure of information that you have given to us, in order to prevent, as far as possible, any unauthorised access. However, we are unable to provide any guarantee that information stored by us will not be subject to unauthorised access.

We may disclose your Personal Information to others only in the following circumstances and / or purposes:

- Where we are required to do so by the courts or to comply with other legal, statutory and / or regulatory obligations including accounting and taxation requirements.
- To prevent and/ or detect crime.
- Where we believe that you may be interested in similar products or services, whether provided by us or our carefully selected business partners.
- For credit reference purposes.
- For statistical purposes.
- To third party suppliers and business partners as part of providing our services.

Payment Details

Any information provided by you in connection with any transaction involving your credit or debit card numbers, expiry date and billing or delivery address will be used by us to process the transaction. These details will be stored on a secure server handled securely to ensure confidentiality.

Monitoring

Please note that if you communicate with us electronically including by e-mail, telephone or fax, this communication may be randomly monitored and / or recorded to protect the interests of our business and our clients. This includes for the purposes of maintaining client and service quality standards, detection of and / or prevention of crime and to ensure that our employees comply with legal obligations and our policies and procedures (including our client relations practices).

Third Parties

Your personal information may be shared with carefully selected business partners, where we believe that details of other, similar products and services may be of interest to you.

If you do not wish your personal information to be shared and processed as described in this paragraph, please let us know by e-mail to gcupholstery@yahoo.com.

Cookies

Our websites may make use of "cookies". Cookies are a means by which, once you have entered our site, our web servers collect information from web browsers such as who is visiting the site, which pages they are viewing and the date and time of usage. This helps us to audit the use of our site and with the strategic development of our information services. It also enables us to present you with a personalised version of the site that should make your online experience easier.

Access to the Personal Information

We are happy to provide you with details of the Personal Information which we process about you. We will require proof of identity from you prior to disclosing such information and will charge a small administration fee of £10 in relation to any such requests.

Please direct any such request by e-mail to gcupholstery@yahoo.com.

Updating the Personal Information

In the event that there is a change to the Personal Information, for example your contact details, please let us know of this in writing by e-mail to gcupholstery@yahoo.com

Changes to the Policy

Please refer to the site on a regular basis to ensure that you are aware of our most recent policies (including this Privacy Policy) and Business Terms and Conditions.

Consent

Unless you register any preference to the contrary, we will assume that as a user of our services you agree to the processing of the Personal Information in the ways described in this Policy.

Comments and Contact Details

If you have any questions or comments about our Privacy Policy please e-mail us at gcupholstery@yahoo.com

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