



# COWLING & CO. The Window Doctor

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## Privacy policy

25<sup>th</sup> May 2018

This policy describes how we will use your personal data.

It also describes your data protection rights, including a right to object to and/or restrict some of the processing which we may carry out. More information about your rights, and how to exercise them, is set out in the "What rights do I have?" section of this policy. References to 'Cowling & Co', 'we' or 'us' describes the company and the website you visit.

### Summary of how we use your data.

- Cowling & Co use your personal data to deliver services to you to and send you information about related services you may request of us.
- Information about you is not shared with any other third parties, except where relevant, FENSA.
- You can withdraw this consent at any time.

### What information do we collect?

We collect and process personal data about you when you interact with us and our website and when you register with us to receive our services. The personal data which you give us (which will usually only include, name, address, telephone number, email address) is stored securely on our office software, and destroyed after the appropriate period.

### What information do we receive from third parties?

We do not receive your personal data from any other parties.

### How do we use this information, and what is the legal basis for this use?

We process this personal data for the following purposes:

- communicating with you.
- as required by us to conduct our business and pursue our respective legitimate interests.
- we will use your information to provide services to you before we have a contract with you (for instance arranging inspection and quotation appointments), and to respond to any comments or complaints you may send us.
- we will use data in connection with legal claims, compliance and regulatory and purposes as necessary (for instance: FENSA inspections to be carried out periodically).
- on other occasions where we ask you for consent, we will use the data for the purpose which we explain at that time.
- For purposes which are required by law.
- In response to requests by government or law enforcement authorities conducting an investigation.

### **Withdrawing consent or otherwise objecting to direct marketing.**

Wherever we rely on your consent, you will always be able to withdraw that consent, although we may each have other legal grounds for processing your data for other purposes, such as those set out above.

### **Who will we share this data with, where and when?**

We will share your personal data with our regulatory body FENSA, when relevant and required, for the purpose of providing a service to you and complying with the regulations set out by them as part of our membership, which are in place for mutual protection.

Personal data may be shared with government authorities and/or law enforcement officials if required, if mandated by law or if required for the legal protection of our legitimate interests in compliance with applicable laws.

In the event that we sell or integrate our business with another business, your details will be disclosed to our advisers and any prospective purchaser's adviser and will be passed to the new owners of the business.

### **How long will you retain my data?**

Where we process personal data in connection with performing a contract, we keep the data for a maximum of 2 years (this applies to instances where we have shared your personal data with FENSA specifically). Please visit <https://fensa.org.uk/privacy-policy> for more details.

### **Changes to our Privacy Notice.**

Any changes we may make to this policy in the future will be outlined on this page.

### **What rights do I have?**

You have the right to ask us for a copy of your personal data; to correct, delete or stop any further active processing of your personal data; and to obtain the personal data you provide to us for a contract or with your consent.

These rights may be limited, for example if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law to keep or have compelling legitimate interests in keeping.

To exercise any of these rights, you can get in touch with us using the details set out below. If you have unresolved concerns, you have the right to complain to the Information Commissioner's Office.

### **How do I get in touch with you?**

If you have any questions about this policy, you can get in touch with us at [cowlingandcothewindowdoctor@gmail.com](mailto:cowlingandcothewindowdoctor@gmail.com)