

Privacy Policy

Who we are

We are Prentice Glass / Prentice Glass National Limited. This policy describes how we use your personal information. Prentice Glass Ltd (company number 0769278), Unit b 10 Waterside Way, London , SW170HB) ("**we**" "**us**" "**our**") as data controller, respect your privacy and value the trust you place in us when you share your personal information with us.

What is a Privacy Policy?

This document is called a Privacy Policy and it sets out how we collect and use your personal information, why we use it, with whom we share it, the rights to which you may be entitled and your choices about our use of your personal information.

If you have any questions or need any further clarity please contact us at sales@prenticeglass.co.uk or 0208 944 9001 or Prentice Glass Ltd, Unit B 10 Waterside Way, London , SW170HB.

Data Collection and Usage

We will collect and use your personal information to allow access to this website, use our services and for other purposes as set out in more detail below.

We may also use and disclose your personal information for any other purposes authorised by applicable law.

What we collect and how we use it

| | What we collect | How we use it |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Information when you communicate with us whether in person, through our website, through our online forms, when you request a brochure through us, via email, over the phone, | We use this information, including to: <ul style="list-style-type: none">• Provide information to you• Respond to any queries, issues or concerns you may have• Monitor customer communications for quality and training purposes• Administer business activities |

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| | <p>through social media or via any other medium, including:</p> <ul style="list-style-type: none"> • What you have requested from us, when and how you made the request • What we provided you with • Whether you've clicked on links in electronic communications from us • Your contact details – this may include your full/part postal address, email address, telephone number and your social media account if that's the way you communicate with us • The details and contents of your communications with us and our messages to you. | |
| 2 | <p>Information through your use of our website including:</p> <ul style="list-style-type: none"> • Device information such as operating | <p>We use this information, including to:</p> <ul style="list-style-type: none"> • Provide, develop, personalise and improve our services • Monitor the way our website is used • Identify issues with the website and your experience of it • Statistical analysis and research |

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| | <p>system, unique device identifiers, the mobile network system</p> <ul style="list-style-type: none"> • Areas of the website you've accessed and third party sites you have visited • Hardware and browser settings • The pages you visit and search engine terms you use • IP address | |
| 3 | <p>Information that we collect incidentally from other sources or public sources, including:</p> <ul style="list-style-type: none"> • Information presented on our social media timelines • Information collected by security systems | <p>We use this information, including to:</p> <ul style="list-style-type: none"> • Build and maintain social media branding • Provide security to our sites |

Why we collect your information

We collect and use your information for a variety of reasons. We need some information in order to provide our services to you – for example your contact details.

Other information we collect because we have legitimate business interests, for example, in:

- Understanding how our customers use our services and website
- Researching and analysing the services our customers want
- Improving our services
- Receiving information from other entities in our group

- Understanding the type of services our customers want and how they use them
- Maintaining a public profile on both traditional and social media
- Providing security over our business and who we trade with
- Developing and maintaining relationships with vendors, partners and other companies

Data retention and security

We will keep your information for as long as it is reasonably necessary.

We are committed to keeping your personal information safe. We've got physical, technical and administrative measures in place to prevent unauthorised access or use of your information.

Legal requirements

Your personal information may also be processed if it is necessary on reasonable request by a law enforcement or regulatory authority, body or agency or in the defence of a legal claims. We will not delete personal information if relevant to an investigation or a dispute. It will continue to be stored until those issues are fully resolved.

Information we share

There are certain circumstances where we may transfer your personal data to employees, contractors and to other third parties.

- We may share information about you with other members of our group of companies so we can provide the best service across our group.
- We may also share your information with certain contractors or service providers. They may process your personal data for us, for example, if we use a marketing agency. Other recipients/service providers include IT specialists, database providers, backup and disaster recovery specialists, email providers or outsourced call centres.
- Our suppliers and service providers will be required to meet our standards on processing information and security. The information we provide them, including your information, will only be provided in connection with the performance of their function.
- We may also share your information with certain third parties. We will do this either when we receive your consent or because we need them to see your information to provide products or services to you.

Your personal information may be transferred to other third-party organisations in certain scenarios:

- If we're discussing selling or transferring part or all of our business – the information may be transferred to prospective purchasers under suitable terms as to confidentiality
- If we are reorganised or sold, information may be transferred to a buyer who can continue to provide services to you
- If we're required to by law, or under any regulatory code or practice we follow, or if we are asked by any public or regulatory authority – for example the Police
- If we are defending a legal claim your information may be transferred as required in connection with defending such claim

Your personal data may be shared if it is made anonymous and aggregated, as in such circumstances the information will cease to be personal data

Your rights

You may have certain rights in relation to your information including a right to access or to correct the information we hold on you.

We've listed the rights you may have over your information and how you can use them below.

These rights will only apply in certain circumstances. They will generally not be available if there are outstanding contracts between us, if we required by law to keep the information or if the information is relevant to a legal dispute.

- You can ask us to confirm if we are processing your information
- You can ask for access to your information
- You can ask to correct your information if it's wrong
- You can ask us to restrict how we use your information
- You can ask us to help you move your information to other companies
- To help with that, you have a right to ask that we provide your information in an easily readable format to another company
- You can ask us to stop using your personal information, but only in certain cases
- You have the right to complain to the relevant supervisory authority

How to contact us

If you have any questions about this policy please contact us at sales@prentcieglass.co.uk or 0208 944 9001 or Prentice Glass 10B waterside way , London SW170HB

Changes to the policy

This policy will be changed from time to time.

If we change anything important about this policy (the information we collect, how we use it or why) we will highlight those changes to you and provide a prominent link to the amended Privacy Policy for a reasonable length of time following the change.

If you would like to access previous versions of this policy please click on the link to archived policies at the top of this page.

Alternately you can email us, you can get in touch at the following email address: sales@prenticeglass.co.uk

Other Policies

Cookies

We use cookies that identify your browser or device. They collect and store information when you visit our website about how you use it.