

UK Bathroom Guru Ltd  
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## PRIVACY NOTICE

### Introduction

This notice applies to our website that we own and operate and all services we provide you with.

When we say 'personal data' we mean identifiable information about you, like your name, email, address, telephone number, bank account details, payment information, support queries and so on.

We may need to update this notice from time to time. Where a change is significant, we'll make sure we let you know – usually by sending an email.

### Who are 'we'?

When we refer to 'we' (or 'our' or 'us'), that means UK Bathroom Guru Ltd (Yorkshire) Limited and all its directors and employees. Our registered office address is 9 Mullion Avenue, Honley, Holmfirth. HD9 6GN.

To contact us either visit our website, email us on [chris@ukbathroomguru.com](mailto:chris@ukbathroomguru.com), or call us on 07734461982.

### Our principles of data protection

Transparency: We process your personal data by being open, honest and transparent.

Security: We securely treat your personal data entrusted to us.

Stewardship: We accept the responsibility that comes with processing personal data.

### How we collect your data

When you use our services, we collect personal data.

The ways we collect it can be broadly categorized into the following:

#### Information provided directly to us on engagement and through providing you with ongoing services:

For example, when we prepare your bathroom installation. Although you never have to provide us with personal information, if you did not it would usually prevent us from supplying the services you have engaged us to do.

#### Information provided to us via our website:

Please note that we do not use cookies or other similar tracking technologies. We will only know that you have visited our website if you complete our contact form. We will only use this information to contact you as requested or deliver you your PDF guide as requested. All data will be held securely within our email autoresponder client. All emails sent through this autoreposnder will have an unsubscribe link should you wish your details to be taken off our database.

UK Bathroom Guru is a trading name of UK Bathroom Guru Ltd  
VAT number: 234 5251 28  
Company number: 09415562  
Registered office: 9 Mullion Avenue, Honley, Holmfirth. HD9 6GN

### Information we get from third parties:

We do not engage in any formal referral relationships and therefore seldom receive personal information from third parties. When we do receive referrals from existing clients or professional contacts, we will always ensure that the referrer has obtained consent from the individual concerned to pass personal information onto us. We never make unsolicited calls, emails or use other forms of unsolicited marketing.

### When we hold your personal data, we'll only process it:

- To perform a contract with you, or
- Where we have legitimate interests to process the personal data and they're not overridden by your rights, or
- In accordance with a legal obligation, or
- Where we have your consent

### How we use your data

First and foremost, we use your personal data to provide you with any services you've requested, and to manage our relationship with you. We also use your personal data for other purposes, which may include the following:

### To communicate with you.

This may include:

- providing you with information you've requested from us or information we are required to send to you
- operational communication, like discussing bathroom plans, timings, implications etc.
- asking you for feedback

### How we can share your data

There will be times when we need to share your personal data with third parties. We will only disclose your personal data to:

- Directors and staff employed by us; • HMRC, Companies House, other government agencies (such as the local council with regards to building control notices or planning issues), courts or other third parties when it is necessary to provide the services contracted with you to perform, or when it is necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. If we need to disclose information to third parties that is out of the 'ordinary carrying out of our contractual duties' we will notify you of this type of disclosure.
- Third party service providers who assist and enable us to use your personal data to provide contracted services – such as payroll (we use Xero), CRM (we use Podio) and data storage (we use G suite)
- Other people **ONLY** when we have your direct consent to provide your personal information to them.

### International Data Transfers

When we share data with other third-party providers, it may be processed in countries other than the country that you live in. Please note that we have checked that all our third-party providers are GDPR compliant – a list of our main third-party providers is shown below:

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- Xero
- G suite (Gmail, Drive, calendar)
- Dropbox
- Podio

## Security

Please note that we are committed to keeping your personal data safe, in particular:

- We store all your information using cloud systems which are themselves GDPR compliant (such as Xero, Podio and G suite)
- All our laptops that hold your personal information have secure passwords and cannot be accessed by other family members (as you know, all directors and staff work from home)
- All paper communications with your personal data is secured in locked cabinets or in a lockable room
- We use cross shredders to destroy all personal information securely

## Retention

The length of time we keep your personal data depends on what it is and whether we have an ongoing business need to retain it (for example, warranties on suite items procured through us)

We'll retain your personal data for as long as we have a relationship with you and for a period afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymized.

## Your Rights

It's your personal data and you have certain rights in relation to it. You have rights to:

- Know what personal data we hold about you, and to make sure it's correct and up to date
- Request a copy of your personal data, or ask us to restrict processing your personal data or delete it
- Object to our continued processing of your personal data You can exercise these rights at any time by sending an email to

[chris@ukbathroomguru.com](mailto:chris@ukbathroomguru.com) or calling us on 07734461982

Please use the same contact details if you have a complaint about how we are using your personal data. We will review and investigate your complaint and try to get back to you in a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.