

Privacy Policy

Updated: 16/8/18

This privacy policy applies to your use of the website of Suttons Stairlifts. It also applies to Suttons Stairlifts' provision of services to you and/or where you generally provide us with personal data.

Our commitment to you

Suttons Stairlifts take your privacy seriously. Generally, you can browse through our website without giving us any information about yourself (including your email address). When we do need your personal data to provide services that you request or when you choose to provide us with your personal data whether in connection with a contract with us for services or otherwise through your interaction with us, this policy describes how we collect and use your personal data.

What personal data do we collect

We may collect the following information about you:

Name and contact details: address, telephone number, mobile number.

Use of information we collect

We will use your personal data and other information in order to supply services to you and administer contracts with you, fulfilling any requests for information or services placed by you or your authorised contacts/persons.

Who may process data

Your personal data will only be processed by us. We do not forward your personal information to third parties for marketing purposes. Personal data will not be sold or transferred to other unaffiliated third parties.

Lawful basis for the processing of personal data

Suttons Stairlifts collect and use customers' personal data because it is necessary for:

- the pursuit of our legitimate interests
- complying with our duties and exercising our rights under a contract or complying with legal obligations.

Our Legitimate Interests

- Selling and supplying goods and services to our customers
- Improving existing products, development of new products and product safety
- Handling customers contacts, queries, complaints or disputes

Retention

We will keep your information as long as is needed to enable us to provide services to you and to meet legal or regulatory requirements.

Security measures

We are serious about guarding the security of your personal data that we have under our control from unauthorised access, improper use and disclosure, unauthorised destruction or accidental loss.

Cookies

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests.

Changes to this policy

We may change this privacy notice from time to time. When such a change is made we will post a revised version on the website. Your continued use of the website will indicate your agreement to any such change.

Contact

If you have any further enquiries or concerns about our privacy notice or wish us to remove you from our system please email us at: enquiries@[suttonsstairlifts.co.uk](mailto:enquiries@suttonsstairlifts.co.uk) or write to us at Suttons Stairlifts, Unit AB8a Anglo Trading Estate, Shepton Mallet, Somerset, BA4 5BY

Complaints

Should you wish to discuss a complaint, please feel free to contact us using the details provided above. All complaints will be treated in a confidential manner.