



GRESHAM



CUSTOMER AND ONLINE  
USER PRIVACY POLICY



**GRESHAM**

# CUSTOMER AND ONLINE USER PRIVACY POLICY

## Summary

In the course of our dealings with you, we will collect and process personal information about you in order to provide you with the goods and services you request and to administer our relationship with you. This may involve the sharing of your personal information with other third parties and the transfer of your personal information overseas. This Privacy Policy describes in detail how we will use your personal information and how you can exercise your rights with respect to your personal information.

## Introduction

In this Privacy Policy, references to we, us or our (or words of similar import) means that Gresham Office Furniture Limited processes your information (as defined below) and interacts with you.

In this Privacy Policy, reference to you mean the person whose personal information (as defined below) we collect, use and process. This includes anyone who contacts us in connection with the products and services we provide or otherwise interacts with us.

In this Privacy Policy, references to Digital Services means our website at the following URL: [www.gof.co.uk](http://www.gof.co.uk), and any software applications that we make available for your use.

We are committed to protecting your privacy. We will use your information in accordance with Data protection and other applicable laws and regulations that relate to data protection and privacy.

## Who is the data controller in respect of your personal information?

For the purposes of Data Protection Legislation we are the data controller in respect of your personal information that we collect and process as further described in this Privacy Policy.

As described below, we may share your personal information with other organisations that may receive and process your personal information as a data controller in their own right.

## What information do we collect?

We may collect and process information about you, including your name, date of birth, address, and contact details (including email addresses and mobile phone number), payment card details, product selections and details of your purchases and purchasing habits. This information is referred to in this Privacy Policy as personal information.

In particular, we may collect and process the following personal information about you;

- Information that you provide by filling in forms, including those on Digital Services. This includes information provided by you when using our website or if you become a member of a scheme we operate or if you enter any competition or promotion sponsored by us. This information could include your name, date of birth, address, contact details.
- When you place order(s) for goods or services (whether through our Digital Services or otherwise) we collect personal information to process and fulfil your order(s), including your payment card details and delivery address.
- Details about the transactions you carry out with us, including through our Digital Services.
- CCTV footage in which you feature when you visit our premises
- In the event you have an accident while on our premises that you bring to our attention, we may record details of that accident and any injury you suffer in the relevant accident book.
- Information contained in and records of communications between us.
- We will also collect information concerning your marketing preferences.

If you provide us with personal information about another person, you must ensure that before you provide us with their personal information, you have their agreement to do so and they are aware of the ways in which we use personal information as set out in this Privacy Policy.

## How do we use your personal information?

We use your personal information in connection with our business activities. In particular, we may use your personal information in the following ways;

- To deliver the product and services or carry out the transactions you have requested
- To send communications to you, such as product and safety information, your transaction status (for example order confirmations), information about products and services available from Gresham Office Furniture Limited
- Customise, analyse, and improve our products,, services (including the content and advertisements on our websites), technologies, communications and relationships with you
- Enforce our conditions of sale, website terms and/or separate contracts (if applicable0 with you
- Prevent fraud and other prohibited or illegal activities
- Protect the security or integrity of the website, our business, or our products or services

## With whom do we share your personal information?

We may share your personal information with business partners that help Gresham Office Furniture Limited carry out transactions you request or that help Gresham Office Furniture limited to customise, analyse, and/or improve our communication or relationship with you, and then only with the business partners who have Gresham Office Furniture's commitment to protecting your personal information. Except as described above, we will not disclose your personal information to third parties for their own marketing purposes unless you have provided consent. We may also disclose your personal information in connection with law enforcement, fraud prevention, or other legal action, as required by law or regulation, or if Gresham Office Furniture Limited reasonably believes it is necessary to protect Gresham Office Furniture Limited, its customers or the public.

## Where will your personal information be processed?

In relation to the above uses of your personal information and the above sharing arrangements, your personal information may be transferred to, and stored and processed in, one or more countries outside the European Economic Area (EEA), including countries which do not provide equivalent protection for personal information as the DPA. In these circumstances, we will take reasonable steps to ensure that your personal information is adequately protected in accordance with the requirements of the DPA.

## Protecting your personal information

Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.

The transmission of information via the internet is not completely secure; this risk is common across the internet and not specific to our Digital Services. We cannot guarantee the security of your data (including your personal information) transmitted to our Digital Services; any transmission is at your own risk.

It is important for you to protect against unauthorized access to your password and to your computing device. Be sure to sign off and close your browser when you have finished your user session. This will help to ensure that others do not access your personal information if you share your computing device or use a computing device in a public place such as a library or internet café.

## Access to your personal information

Gresham Office Furniture Limited wants to help you keep your personal information accurate. Upon request Gresham Office Furniture Limited will disclose complete details of all your personal information that is maintained in its records.

## Collection and use of Children's Personal information

We do not knowingly collect personal information from children under the age of 13 through our websites. If you are under 18 years of age, please do not submit any personal information through our websites without the express consent and participation of a parent or guardian.

How to contact us -

If you have any questions, comments or requests regarding this Privacy Policy, please feel free to contact us in any of the following ways:

- by telephone on 01204 664422
- by writing to us at: Gresham Office Furniture Limited, Platinum Park, Lynstock Way, Horwich, Bolton, BL6 4SA

If you wish to make a subject access request please write to us at: Gresham Office Furniture Limited, Platinum Park, Lynstock Way, Horwich, Bolton, BL6 4SA

## Policy changes

If we decide to change this Privacy Policy, we will post the updated Privacy Policy on our Website so that you are always aware of what personal information we collect, how we use it and under what circumstances we disclose it. The updated Privacy Policy will take effect as soon as it is posted on our Website.



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GRESHAM OFFICE FURNITURE

Platinum Park, Lynstock Way, Bolton BL6 4SA  
Tel: 01204 664422 • Fax: 01204 664433  
Email: [info@gof.co.uk](mailto:info@gof.co.uk)

65 Clerkenwell Road, London EC1R 5BL  
Tel: 020 7242 5709  
Email: [londonshowroom@gof.co.uk](mailto:londonshowroom@gof.co.uk)

[www.gof.co.uk](http://www.gof.co.uk)