

PRIVACY POLICY

In this policy, "we", "us" and "our" refer to Croston Home Improvements Ltd.

This Privacy Policy was posted on 09th April 2024 It is effective immediately for new customers. Any changes to our Privacy Policy we will post such changes on this page and/or update the Privacy Policy modification date.

The Data Controller of your personal information is Croston Home Improvement Ltd. If you have any questions or concerns about our use of your personal information, please contact our Customer Services team.

Croston Home Improvement Ltd respects your right to privacy and is committed to taking your privacy seriously. This privacy policy explains our collection, use, disclosure, retention, and protection of your personal information. Please also read our User Cookie Notice which explains how Croston Grosvenor Group Ltd make use of cookies and similar technologies and our Agreement which sets out the full terms and conditions applicable to the sales and purchases under Croston Grosvenor Group Ltd.

1. Scope of our Privacy Policy

This privacy policy applies to our use of any personal information we collect from you via our Croston Grosvenor Group Limited website, application, service, or tool where this privacy policy is referenced, regardless of how you access or use them, including through mobile devices. We are committed to safeguarding the privacy of our website, platform visitors and customers.

2. Why do we need your Personal information.

We collect personal information from you and any devices (including mobile devices) you use when you use our Services, register for an account with us, buying a

product, provide us information on a web form, update or add information to your account, participate in a community board discussion chat, or when you otherwise correspond with us.

Some of this personal information, is necessary to enter into our Agreement. The provision of all other personal information is voluntary but may be necessary to use our Services.

You have choices about how we use your personal information to communicate with you or to send you marketing information, how we provide you with customised and relevant advertising, and whether you want to stay signed into your account.

We do not sell or rent your personal data to anyone.

At any time, you are always able to opt-out by emailing us at sales1@crostonhi.co.uk or contacting our customer services team.

3. How does Croston Home Improvement Ltd use your Personal Data.

We use your information to fulfil your order, schedule service providers, deliver product and accept payments. We need to process your personal information to fulfil our contract with you. We may share your information with our secure payment gateway provider, suppliers, and delivery service provider to fulfil your order. We may also need to keep a record of your order for accounting purposes and to honour our guarantee. The information that you provide may also be used to contact you to, for example, schedule and confirm the times that work will be carried out.

Croston Home Improvements Ltd. may use your data about your use of our website, platform, and services. This data may include your IP address, location services, browser type and version, length of visit, page and listing views, as well as information about the timing, frequency, and pattern of use.

We may process any of your personal data where such processing is necessary for compliance with any legal obligation to detect, prevent, mitigate, and investigate fraudulent or illegal activities, for keeping records of transaction history, to enforce our Agreement, to facilitate our marketing and advertising activities.

This data may include the communication content and metadata associated with the communication channel used. Our website or platform will generate the metadata associated with any communications made via the website or platform via our contact us forms or chat/messaging facilities. Furthermore, any information that you post for publication or contained in any enquiry you submit to us this data may be processed for the purposes of communicating with you and Croston Home Improvements Ltd record-keeping.

In the event of the following “Defence of legal claims” Croston Home Improvements Ltd will use your personal data identified in this policy where necessary for the establishment, exercise, or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

4. How does Croston Home Improvements Ltd share your Personal Data.

We may disclose your personal data to other members of the Croston Grosvenor Group Ltd corporate family or with approved partners but not limited to third party payment partners. We attempt to minimise the amount of personal information we disclose to what is directly relevant and necessary to accomplish the specified purpose.

5. How does Croston Home Improvements Ltd control your Personal Data that it holds.

We respect your right to access, correct, request deletion or request restriction of our usage of your personal information as required by applicable law. We also take steps to ensure that the personal information we collect is accurate and up to date. You have the right to know what personal information we maintain about you, and you

can always contact us, via our Customer Services team to update or access information that we have stored about you.

Croston Grosvenor Group Ltd will comply with obligations set out under applicable data protection laws (including but not limited to Regulation (EU) 2016/679 (EU) General Data Protection Regulation “GDPR”) and supplementing EU and local data protection laws. This includes, but is not limited to, the obligation to provide appropriate safeguards for the transfer of personal data to a third country or an international organisation. For further information on GDPR please visit www.eugdpr.org

6. How does Croston Home Improvements Ltd protect your Personal Data.

We protect your personal information using technical and administrative security measures to reduce the risks of loss, misuse, unauthorised access, disclosure, and alteration. Some of the safeguards we use are firewalls and data encryption, physical access controls to our data centres, and information access authorisation controls.

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7. How does Croston Home Improvements Ltd use cookies.

We use information like cookies to improve your experience with our online Services, providing us with analytics and collect information about purchases that may be of interest to you so that you may see deals that are more relevant to you. You can read our full User Cookie Notice for more information.

8. How long does Croston Home Improvements Ltd keep my personal data.

We retain your personal information for as long as necessary to provide the Services you have requested, or for other essential purposes such as complying with the warranty period and our legal obligations, resolving disputes, and enforcing our policies.

9. How do I contact Croston Home Improvements Ltd if I have any queries regarding my personal data.

If you have a question or a complaint about this privacy notice, our global privacy standards, or our information handling practices, you can reach our offices at address above or via our website contact page. Should it be deemed necessary, your right to file complaints with a data protection supervisory authority such as the Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, helpline number 0303 123 1113 or website: www.ico.org.uk remains unaffected.

10. How does Croston home Improvement ltd manage money laundering checks.

To comply with anti-money laundering regulation, there are times when the lender will need to confirm or re confirm your name and address. This is not seen or shared with any third parties unless w2ritten consent is received from you.

Privacy Policy last updated: April 2024