

### Privacy Policy

This Privacy Policy governs the manner in which Neville Joinery collects, uses, maintains and discloses information collected from users (each, a "User") of the <http://www.nevillejoinery.co.uk> website ("Site"). This privacy policy applies to the Site and all products and services offered by Neville Joinery.

Data Privacy laws changed on 25 May 2018.

This notice sets out most of your rights under the new laws.

#### Personal identification information

We may collect personal identification information from Users in a variety of ways in connection with activities, services, features or resources we make available on our Site. Users may visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

The type of personal information we will collect from you is:

- a) Your name;
- b) Your address and telephone number;
- c) Your email address;
- d) The bank account details of those paying for the funeral - these details will be used for this sole purpose only.
- e) The name, address and personal details of the deceased.

#### Non-personal identification information

We use Google Analytics to collect information about how visitors use our website. It provides us with anonymous information including the numbers of visitors to the website, where they visit, the browsers used and for what length of time. We do not use this data in any way to identify specific users or to discover any personally identifiable information about our users.

We will always be transparent about any data we receive from the website.

#### Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

For information on how to clear and disable cookies in the most common browsers, [click here](#). Please note that by continuing to use the website you are presumed to consent to its use of cookies.

#### Why we collect your personal information and how we use it

The information we hold on you will be used to provide a service you have requested, inform you of updates you've asked for or if we need to obtain or provide additional information.



### How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site. We do not send any personal data outside of the EEA (European Economic Area).

### How long we keep your personal information

We will keep your personal information as long as we require it to complete our services to you as requested.

We may keep your data for up to 10 years for one of the following reasons:

- To respond to any questions or complaints
- To show that we treated you fairly
- To maintain records according to rules that apply to us as a business

We may keep your data for longer than 10 years if we cannot delete it for legal, regulatory or technical reasons. We may also keep it for research or statistical purposes. If we do, we will make sure that your privacy is protected and only use it for those purposes.

### Sharing your personal information

We do not sell, trade, or rent Users' personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. Neville Joinery may pass your details to an external debt collection agency in order to recover any unpaid fees and expenses due to us.

### Changes to this privacy policy

Neville Joinery has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

### Access to your information and updating and correcting your information

You have the right to request a copy of the information that Neville Joinery hold about you. If you would like a copy of some or all of your personal information please send an enquiry to [dataprotection@nevillejoinery.co.uk](mailto:dataprotection@nevillejoinery.co.uk) or send a letter for the attention of the Company Secretary's office, Neville Joinery Ltd, 311 Marsh Road, Luton, Bedfordshire LU3 2RZ.

Neville Joinery want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to Neville Joinery changes, for example if you change your email address, name or payment details, or if you wish to cancel your registration, please let us know the correct details by sending an email to [dataprotection@nevillejoinery.co.uk](mailto:dataprotection@nevillejoinery.co.uk) or send a



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letter for the attention of the Company Secretary at Neville Joinery, 311 Marsh Road, Leagrave, Luton, Bedfordshire LU3 2RZ. You may ask us, or Neville Joinery may ask you, to correct information you or Neville Joinery think is inaccurate, and you may also ask Neville Joinery to remove information which is inaccurate.

What if you want us to stop using your personal information.

You have the right to ask us to delete, remove or stop using your personal information if there is no need for us to keep it. This is known as the 'right to be forgotten'.

If you want to ask us to delete your data or restrict our use of it, please contact us at [dataprotection@nevillejoinery.co.uk](mailto:dataprotection@nevillejoinery.co.uk)

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

Neville Joinery

<http://www.nevillejoinery.co.uk>

311 Marsh Road, Leagrave, Luton, Bedfordshire LU3 2RZ  
01582 578327

[dataprotection@nevillejoinery.co.uk](mailto:dataprotection@nevillejoinery.co.uk)

