

Privacy, GDPR and Cookie policy

Introduction.

Tooby and Williams Limited are committed to protecting and respecting your privacy.

This policy together with our Terms of Website Use and any other documents referred to on it, sets out the basis on which any personal data that we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it whilst remaining compliant with The General Data Protection Regulation (GDPR) and the Data Protection Act (DPA).

This notice applies to all data subjects (you) whose personal data is collected regardless of the method in which we collect the information in line with the requirements of the GDPR and the Data Protection Act 2018.

The data controller is:

Tooby & Williams Ltd The Market Pentre Road St Clears Carmarthen SA33 4LR

Information we may collect from you.

We may collect and process the following data about you:

- 1.Information that you provide by filling in forms on our site <https://toobyandwilliams.co.uk/>.
- 2.This includes information provided at the time of using our site, purchasing from our site or contact through our site.
- 3.If you contact us, we may keep a record of that correspondence.
- 5.Details of your visits to our site for completion of orders or analytical purposes.

IP Addresses and Cookies.

We may collect information about your computer.

We use cookies on this website to improve performance and enhance the user experience. This policy explains how we do that.

What are cookies?

Cookies are small text files which a website may put on your computer or mobile device when you first visit a site or page. The cookie will help the website to recognise your device

the next time you visit. We use the term "cookies" in this policy to refer to all files that collect information in this way.

There are many functions cookies serve. For example, they can help us to analyse how well our website is performing or remember choices you have made, for example clicking to remove the cookie notification so it is not displayed the next time you visit this site on the same device.

This is statistical data about our users' browsing actions, patterns and does not identify any individual. For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service.

They also enable us to:

1. Estimate our audience size and usage pattern.
2. Store information about your preferences and allow us to customise our site according to your individual interests.
3. To speed up your searches.
4. To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you use our site.

Payments.

As a company we provide paid for products and/or services to our customers.

When collecting payment for these products and/or services we use a third-party services for payment processing (e.g. payment processors) (Handepay)

We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Notice / Policy. These payment processors adhere to standards as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa and Mastercard. PCI-DSS requirements help to ensure the secure handling of payment information.

How we use the Information.

We use information held about you in the following ways:

- 1.To provide you with information, products and services that you request from us.
- 2.To ensure that content from our site is presented in the most effective manner for you and for your computer.
- 3.To carry out our obligations arising from any contracts that have been entered into between you and us.
- 4.Information you provide is used purely to allow us to process your order and to allow us to provide you with the best possible service.
- 5.To notify you of any offers or promotions available from us.

We respect your privacy and will not divulge data you supply to us without your permission unless required to do so by law.

Retention Period.

We will process personal data for the length of time required to fulfil our obligations contractually or legally.

We will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR).

We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. We are required to retain information in accordance with the law, such as information needed for income tax and audit purposes.

Where we store your personal data.

All information you provide to us is stored on our secure servers. Unfortunately, the transmission of information via the internet is not completely secure.

Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your Rights.

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us.

Right of access - you have the right to request a copy of the information that we hold about you.

Right of rectification - you have a right to correct data that we hold about you that is inaccurate or incomplete.

Right to be forgotten - in certain circumstances you can ask for the data we hold about you to be erased from our records.

Right to restriction of processing - where certain conditions apply you have a right to restrict the processing.

How do I find out the personal data that you hold about me?

You can do this by contacting us using contact details provided on our website.

Contact.

Questions, comments and requests regarding this privacy policy are welcomed and should be submitted to us via our contact on the website.

Marketing communications.

We may send out email communication such as our newsletter to keep you up to date with all our latest Data Protection News and offers. If you wish to unsubscribe from these emails you can do so at any time by simply clicking the link in the footer and you will be removed from all promotional emails.

Please note that even if you decide not to subscribe to, or to unsubscribe, from promotional email messages, we may still need to contact you with important transactional information related to your account and your purchases. For example, even if you have unsubscribed from our promotional email messages, we will still send you confirmations when you confirm products and/or services from our site.

Changes to our privacy policy.

Any changes we may make to our privacy policy in the future will be posted on this page.