

Privacy Policy Template

This privacy policy explains how F&L Kitchens/F&L Supplies LTD ("we", "us", "our") collects, uses, shares, and protects your personal information when you visit our website fandlkitchens.co.uk ("the website"). Please read this privacy policy carefully and contact us if you have any questions or concerns.

What information do we collect?

We collect the following types of personal information from you when you use our website:

- Contact information, such as your name, email, address, and phone number, when you request a quote, contact us, or subscribe to our newsletter.
- Technical information, such as your IP address, browser type, device type, operating system, and other information about your use of our website, when you access our website.
- Cookie information, such as your preferences, settings, and other data stored on your device or browser, when you visit our website.

How do we collect this information?

We collect this information from you in the following ways:

- Directly from you, when you provide it to us through forms, emails, phone calls, or other interactions with us.
- Automatically from your device or browser, when you visit our website or use our services, through cookies or other tracking technologies.
- From third parties, such as our suppliers, contractors, partners, affiliates, or service providers, who assist us in providing our products or services to you.

Why do we collect this information?

We collect this information for the following purposes:

- To provide our products or services to you, such as to process your orders, deliver your products, communicate with you, and handle your requests or complaints.
- To improve our products or services, such as to analyze your feedback, monitor our website performance, and enhance our website functionality and user experience.
- To market our products or services to you, such as to send you newsletters, offers, promotions, or other information that may interest you, based on your preferences and consent.
- To comply with our legal obligations, such as to maintain our records, respond to legal requests, or protect our rights and interests.

How do we use this information?

We use this information in the following ways:

- To fulfill our contract with you, such as to provide our products or services to you, or to take steps at your request before entering into a contract with you.
- To pursue our legitimate interests, such as to improve our products or services, market our products or services, or protect our rights and interests, as long as they do not override your rights and interests.
- To comply with our legal obligations, such as to maintain our records, respond to legal requests, or protect our rights and interests.
- To obtain your consent, such as to send you newsletters, offers, promotions, or other information that may interest you, or to use cookies or other tracking technologies on our website.

Who do we share this information with?

We share this information with the following parties:

- Our suppliers, contractors, partners, affiliates, or service providers, who assist us in providing our products or services to you, such as payment processors, delivery companies, marketing agencies, etc. We only share the information that is necessary for them to perform their functions and we require them to protect your information and comply with applicable laws.
- Other third parties, such as law enforcement, regulators, courts, or other parties, when we are required or permitted by law to do so, or when we need to protect our rights and interests, or the rights and interests of others.

Do we sell or transfer this information to anyone?

We do not sell or transfer your personal information to anyone, except in the following cases:

- For business purposes, such as in the event of a merger, acquisition, reorganization, sale of assets, or bankruptcy, we may transfer your information to the relevant parties involved, subject to their compliance with applicable laws and this privacy policy.
- For legal purposes, such as in response to a valid legal request, court order, or subpoena, we may disclose your information to the relevant authorities or parties, as required or permitted by law.

How do we protect this information?

We take appropriate technical and organizational measures to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction.

These measures include:

- Using encryption, security protocols, and firewalls to protect your information during transmission and storage.
- Limiting the access to your information to our authorized employees, agents, or service providers, who need to know it for their functions and who are bound by confidentiality obligations.
- Implementing policies, procedures, and training to ensure the proper handling and disposal of your information.

However, please note that no method of transmission or storage is completely secure, and we cannot guarantee the absolute security of your information. You are also responsible for keeping your account details and passwords confidential and for notifying us of any unauthorized or suspicious activity on your account.

What rights do you have over your information?

Depending on where you are located and the applicable laws, you may have the following rights over your personal information:

- The right to access your information, such as to request a copy of the information that we hold about you and to verify its accuracy and completeness.
- The right to correct your information, such as to request that we update, amend, or rectify any inaccurate or incomplete information that we hold about you.
- The right to delete your information, such as to request that we erase or remove any information that we hold about you, subject to certain exceptions and limitations.
- The right to restrict the processing of your information, such as to request that we limit or suspend the use of your information, in certain circumstances and for certain purposes.
- The right to object to the processing of your information, such as to request that we stop using your information for certain purposes, such as for marketing or profiling, or for pursuing our legitimate interests, unless we have compelling reasons to continue.
- The right to withdraw your consent, such as to revoke your consent to receive newsletters, offers, promotions, or other information from us, or to use cookies or other tracking technologies on our website, at any time.
- The right to data portability, such as to request that we provide you with a copy of your information in a structured, commonly used, and machine-readable format, or to transmit it to another controller, where technically feasible and where the processing is based on your consent or contract.
- The right to complain to a supervisory authority, such as to lodge a complaint with the relevant data protection authority in your jurisdiction, if you are

unhappy with how we handle your information or with the exercise of your rights.

To exercise any of these rights, please contact us using the details below. We may ask you to provide proof of your identity and sufficient information to locate your information and to process your request. We will respond to your request within a reasonable time and in accordance with the applicable laws.

How can you contact us?

If you have any questions or concerns about this privacy policy or your privacy, you can contact us by:

- Email: info@fandlsupplies.co.uk
- Phone: 0203 006 3780
- Mail: F&L Kitchens
- Mail: F&L Kitchens, Suite G2, Cuffley Place, Sopers Road, Cuffley, EN6 4RY

How do we update this privacy policy?

We may update this privacy policy from time to time. Any significant changes will be notified through our website or other appropriate channels.