

PRIVACY POLICY

Compton Smith Classic Interiors Ltd are committed to protecting the privacy of our customers and those people that visit us in the showroom, or contact us by telephone, email or via our website. We aim to comply with the requirements of the General Data Protection Regulation.

We do not pass on any of your information to third parties except to request sampling or products to be sent direct from our suppliers to you.

We routinely ask for your name, address, telephone numbers and email address so that we can contact you. This may be regarding a specific job or product or it may be of a more general nature to inform you of new products, special offers, general ideas about interior design trends and what is happening at Compton Smith Classic Interiors Ltd. We keep this information for at least seven years.

Your information is securely held. We hold information digitally and in hard copy, particularly the information cards you complete when requesting sampling. You can ask us to provide the information we hold about you and we will be pleased to amend this information or delete it completely if you wish this, provided that we do not need to retain it for a valid reason. To request this you can contact Simon Butler by phone on 01747 850150 or by email at info@comptonsmith.co.uk or by post to 10d Wincombe Business Park, Shaftesbury, SP7 9QJ. You will need to provide proof of your identity before we release or delete any information.

When you are a customer and we are working with you, we may have more detailed information about your house such as plans, access arrangements and window dimensions etc. This information will be held digitally and in hard copy in customer files. This information will be retained for at least seven years.

From time to time customers pay by debit or credit card over the phone, we never keep this information, it is always destroyed. We retain the merchant's copy of all card payment transactions for at least seven years.

Your information is kept for at least seven years for many reasons including the following. Financial records - in case HMRC requires to see them as part of an investigation. Health and Safety – for example where we have supplied re-upholstery it may be necessary to confirm that the fabric was FR treated if the property is subsequently rented out. General – we realise that customers and potential customers may have long gaps of many years between re-decorating projects but they still like to be kept informed of what Compton Smith is offering.

We are always grateful for any suggestions about how we can improve our service to you and this includes how we get your information, how we retain it and how we use it.

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