

## T & W Garner Privacy Policy

T & W Garner takes the privacy of all of its customers , suppliers and employees seriously and takes great care to protect their personal information.

**BY USING THIS WEBSITE, OUR SERVICES AND BY GIVING YOUR INFORMATION TO US, YOU INDICATE YOUR CONSENT TO US USING YOUR PERSONAL INFORMATION IN ACCORDANCE WITH THIS PRIVACY POLICY.**

### **Purpose of this privacy policy**

This privacy policy explains what personal information we may collect about you, how we may use it and what we do to keep it secure. We also explain your rights in respect of your personal information and how to contact us should this become necessary.

**This website may, from time to time, contain links to other websites which are provided for your interest and convenience. We are only responsible for our own privacy and security practices and suggest that you check the privacy and security policies and procedures on each website you visit.**

### **The personal information we collect**

In order to provide you with services, we may collect personal information about you from our website, from telephone conversations, emails and written and verbal communications. We would usually expect to keep a record of your contact details and details of any services we provide to you. We may also record details of any disability, health needs or dietary requirements you may have at the time of booking a place or accepting an invitation to one of our events to enable us to ensure your safety.

We may supplement the information that you provide with other information that we obtain from our dealings with you.

### **Use of Cookies by T & W Garner**

This website uses cookies to help us improve your experience of the website.

Cookies are small files placed on your computer's hard drive, or in your browser memory, when you visit. They help us find out what parts of the site you visit, what you like and what's most relevant to you. What cookies don't do is store any personal or confidential information about you.

To ensure you get the best from our website, we advise that users keep cookies active on their machine whilst visiting our website.

### **What does this site specifically use cookies for?**

#### **Session cookies**

Session cookies last only for the duration of your visit and are deleted when you close your browser. No personally-identifiable data is collected. We store one session cookie which enables us to identify that the same person is moving from page to page.

Please note that if you disable the session cookie some areas of the site may lose some functionality.

#### **Persistent cookies**

We also use certain cookies that are persistent, meaning that they last beyond your session enabling us to improve your experience of the website.

This site uses Google Analytics (<http://www.google.com/analytics/>) to allow us to track how popular our site is and to record visitor trends over time. Google Analytics uses three cookies to help track which pages are accessed. The cookies contains no personally-identifiable

information, but it does use your computer's IP address to determine where in the world you are accessing the site from, and to track your page visits within the site.

### **Opting out of cookie usage**

You can stop third party cookies [such as those we use for Google Analytics] being stored on your computer by blocking third party cookies from within your browser. Or you can block cookies completely.

Alternatively, if you wish to keep your cookies settings but want to opt-out of Google Analytics tracking, you can download an add-on here: <http://tools.google.com/dlpage/gaoptout>  
For further information about managing and disabling cookies, you can refer to your browser's help section or user guide. Alternatively, the Interactive Advertising Bureau has produced a guide (see [www.allaboutcookies.org](http://www.allaboutcookies.org)) which explains to users how cookies work and can be managed.

### **How we may use your personal information**

All personal information that we obtain about you will be held, used and protected by us in accordance with the latest data protection law and this privacy policy.

We will primarily use your personal information to provide our services to you to administer any account you have with us (including tracing and collecting any debts), and for fraud prevention purposes (for example to verify your identity to comply with our money laundering obligations).

We may also use your information, for example, to improve the quality of the services we offer and for market research. We may also maintain a personalised profile of your role and interests so that we can inform you of services or events that may be of interest to you.

### **Disclosure of your personal information**

We will not normally share your personal information with any other organisation, however, some of your chosen services and events may be provided by or held at premises of third parties and we may need to provide limited information to them to enable you to take part.

Occasionally, we may need to appoint other organisations to carry out some activities on our behalf. These will include, for example, courier services. In these circumstances, we will ensure that your information is properly protected and that it is only used in accordance with this privacy policy.

**Events and opportunities** From time to time we would like to send you copies of newsletters and information about our services and events by mail, email, phone or fax where you have given prior consent. If you prefer not to receive information from us, please contact either your main contact at T & W Garner or email or write to us at the address shown below. You can change your mind at any time.

**Use of your information outside the European Union** Except in the context of any services we provide on instructions, we would not usually expect to transfer your personal information outside of the European Union. However, if this does become necessary we will take proper steps to ensure that your information is properly protected.

**Security of information** We take the security of your personal information seriously. We have security procedures in place to ensure that our paper and computer systems and databases are protected against unauthorised use, loss and damage.

**Changes to this privacy policy** Privacy laws and practice are constantly developing and we aim to achieve high professional standards. Our policies and procedures are, therefore, under continual review. We may, from time to time, update our security and privacy policies and suggest that you check this page periodically to review our latest policies.

**Amending your information** If the information we have about you is incorrect, please let us know and we will amend it.

**Your rights to access your personal information** You have the right to receive a copy of your personal data. We are entitled to charge a small fee towards the cost of administering any request. Any request should be made to our Data Protection Officer via the contact details below.

**How to contact us** If you would like any further information or have any comments about our privacy policy or practices, please contact our Data Protection Officer by any of the methods shown below:

**Mail:**

Mr D Rigby  
**Data Protection Officer**  
T & W Garner  
3 & 5 Witham Road  
Skelmersdale  
Lancashire  
WN8 8HR

Telephone: 01695 - 722001  
Email: [daverigby@twgarner-ironmongers.co.uk](mailto:daverigby@twgarner-ironmongers.co.uk)

T & W Garner is the trading name of Clifftar Limited