

## **Privacy policy**

This privacy policy sets out how The Silverbrow Kitchen Company Limited uses and protects any information you give us when you use this website.

The Silverbrow Kitchen Company Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement.

The Silverbrow Kitchen Company Limited may change this policy from time to time by updating this page. You should check this page periodically to ensure that you are happy with any changes. This policy is effective from 25<sup>th</sup> May 2018.

### **What we collect**

We may collect the following information:

- Name, address and telephone numbers.
- contact information including email address

### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- Personal data will be retained for as long as it takes us to deal with the enquiry, and then deleted. No longer than 14 days.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### **How we use cookies**

Once you agree to accept cookies the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and analytics data is retained using Google's standard retention policy.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Controlling your personal information**

When you fill in a form on the website we do not use the information or share to anybody for direct marketing purposes we will not sell, distribute or lease your personal information to third parties.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to The Silverbrow Kitchen Company Limited, Unit 2 Sun Valley Business Park, Winnall Close, Winchester SO23 0LB.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

### **Previous Customers**

#### **What we collected**

We collected the following information on order:

- Name, address and telephone numbers.
- email address

#### **What we do with the information we gather?**

We required this information to fulfill your order and in particular for the following reasons:

- Internal record keeping.
- We may use the information to service warranties & additional orders.
- We may periodically send invitations to Open Weekends which we think you may find interesting using the address or email address which you have provided.
- We may have used the email/telephone information to enable other suppliers to contact you directly, but only those required to do so by your order.

#### **How long do we keep your information for?**

We keep your file for a period of 10 years. This is to enable us to facilitate any warranty issues or additional order requirements. This will be reviewed on an annual basis.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect on order.

## **Controlling your personal information**

When we take your personal information on order, we do not use the information or share to anybody for direct marketing purposes we will not sell, distribute or lease your personal information to third parties.

## **Sending funds to our account**

Given recent high profile media cases of email interception and fraudulent alterations to bank details. "PLEASE NOTE" that you cannot rely on any bank details sent to you by email, even if they appear to come from Silverbrow Ltd. It is your responsibility to check you are using the correct bank details for any payments made to us in order to avoid any misunderstandings, delays or fraud. We will not be held responsible for any liability arising out of funds being sent by any party to an incorrect account.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to The Silverbrow Kitchen Company Limited, Unit 2 Sun Valley Business Park, Winnall Close, Winchester SO23 0LB. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

## **Website disclaimer**

The information contained in this website is for general information purposes only. The information is provided by The Silverbrow Kitchen Company Limited and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of, The Silverbrow Kitchen Company Limited. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, The Silverbrow Kitchen Company Limited takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.