

# Privacy Policy



## Who we are

We are Freedom Showers Limited. Below you will find a summary of the information we collect to carry out our business for providing our products & services and how it is used.

## Your rights

By giving us your details, you are consenting to the processing of the information in accordance with this privacy policy.

You have the right to request a copy of the personal information Freedom Showers Limited holds about you and to have any inaccuracies corrected. You also have the right to request that your information is deleted; or that we stop using your personal information for certain purposes. If we are unable to comply with your request, we will tell you and explain why.

We will aim to respond to you within one month and will not charge a fee for your request (but reserve the right to do so if your request is clearly unfounded, repetitive or excessive).

### Please address requests to:

Mrs Anne Ridges - Operations Manager, 12 New Street, Mold, CH7 1NZ.

## Information we collect and what we do with it

### Website

Our website [www.freedomshowersltd.co.uk](http://www.freedomshowersltd.co.uk) collects some generic information automatically; this is statistical information only. The data gathered lets us know when and how much traffic a web page gets. Internet IP addresses are also logged for security purposes. This information does not include visitor identities or any personal data, and we will never combine this generic information with any personal information.

### Members of the public

We may log information acquired from enquiries by telephone and emails to enable us to give relevant advice and information on our products &/or services. We may ask for your name, telephone number and/or email address to enable appropriate follow up. We will not process this information for any other purpose.

We provide leaflets and follow up letters on a range of topics. If you request these we will only use your name and address / email address for the purpose of sending them to you as requested.

...your mobility bathroom specialists



Freedom Showers Ltd. 12 New Street, Mold, Flintshire, CH7 1NZ

call: 01352 750099 email: [info@freedomshowersltd.co.uk](mailto:info@freedomshowersltd.co.uk)

VAT Registration No. 292 7537 67 Company Registration No. 10511841

[freedomshowersltd.co.uk](http://freedomshowersltd.co.uk)

# Privacy Policy continued...



## Customers

We hold information regarding our customers to enable us to provide and maintain products & services for you.

When our relationship with a customer ceases we will remove their details from our management database and any hard copy files will be destroyed no more than 2 years after this date.

We will only share your personal information with third parties where you give prior permission or where we need to do so to comply with a legal standard &/or obligation.

### These third parties may include any of the following:

#### For Customer Assistance:

Family members, friends &/or authority contacts and organisations authorised by the customer to discuss their personal information directly with us where necessary.

#### For Product Warranties and/or Service Provider purposes:

AKW Medi-Care Ltd, Triton Showers and Gary Poole IT Administrator.

#### For Bathroom Adaptation work:

SE Electrical, Jubilee Flooring, BG Evans Plastering and R Williams Joinery.

## Security, storage and disposal of your personal information

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

### Please find the relevant processes of which we adhere to:

**PCs** - Management Database, Diary Planners and Emails are accessed via a secure passcode log in process. Disposal of files are carried out by our IT Administrator.

**Mobile Devices** - Diary Planners and Emails are accessed via an individual passcode. Automatic disposal occurs in line with the PCs as detailed above.

**Hard Copy Paperwork** - Stored away from customer view and archived in secure cabinets. Disposal of paperwork done via a shredding facility.

Published: 20th February 2019

...your mobility bathroom specialists

