

PRIVACY POLICY

OUR PRIVACY POLICY

We will protect your privacy and treat all your personal information as confidential (although we reserve the right to disclose this information in the circumstances set out below).

All data is controlled and held by us (F A Henshaw Ltd.) and we are fully PCI compliant. This privacy policy explains how, when and why we collect, store and process personal data about people who visit our website.

When you use our website, place an order (online, over the telephone or in store) or interact with us in any way outline in '*How do we collect your data?*' you are allowing for your personal information to be used in accordance with our privacy policy.

Our privacy policy may be updated, where necessary, every so often. However, we will always provide you with the latest version online so please keep reviewing this page to ensure you are happy with the most recent changes made.

Please note: we reserve the right to modify or (temporarily or permanently) withdraw our website (or any part thereof) with or without notice to you. We cannot be held liable for any modification or withdrawal of our website.

WHO WE ARE

F. A. Henshaw (House Furnishers) Ltd.,

Registered office address: 59 Stockwell Gate, Mansfield, Notts. NG18 1LA

Phone Number: 01623 621949

Email Address: f-a-henshaw@btconnect.com

Company Number: 00873209

Please get in touch if you wish to discuss our privacy policy and practices in more detail and find out more about your security rights and the measures we have in place.

HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect your information when you.....

visit our website

place an order (either in store, over the telephone or on our website)

google ads

third party providers of advertisements and other marketing communications

sign up to our newsletter and other marketing

request a brochures

request a sample (I.e. fabric swatch)

enter our competitions

apply for one of our job vacancies

make an enquiry

talk to our sales team

submit feedback

write to us

WHAT TYPE OF DATA DO WE COLLECT FROM YOU?

In order to provide you with a positive shopping experience, we need to collect a certain amount of information from you. We try to ensure that this is not an excessive amount but sufficient in providing you the service you deserve.

This includes information such as:

Identification details

Your title and full name

Contact details

Your address, postcode, email address, telephone number(s) and social media name (should you contact us on one of these platforms)

Profile details

Your order history of previously purchased items from our company, interests, preferences and any feedback you may have provided us with.

Transactional details

Your billing address, product selections, bank account and payment details

Technical details

Your IP address, the URL you came from, domain types (like .co.uk and .com), browser and version, service provider, the country and telephone area code where your computer is located, the device used to access our website as well as how, when and what pages you accessed on our website, any search terms you entered on our website and the advertisements you may have clicked on.

We regularly monitor our website and may capture this data about your visit to help us improve the quality of our service. We may collect this information even if you do not register with us. (Learn more about how we use cookies below).

Marketing data

Email open and click-through information, your marketing preferences for receiving communications from us and our third parties.

We also collate data from the third parties we use. This includes:

Our social media platforms

Our email providers

Google analytics

When placing an order (in store, online or over the telephone), your card details are collected by our highly secure third party payment services provider, who are audited annually under the Payment Card Industry Data Security Standards. Please get in touch if you have any queries in relation to secure transactions.

WHAT ARE COOKIES AND HOW DO WE USE THEM?

We use cookies collated from the devices you have used to access our website and/or social media sites. Many websites use cookies. They are small pieces of data sent from a website which are then stored on your computer via your web browser. They are designed to gather useful, statistical information, helping us to learn about your browsing behaviour (i.e. what web pages you visited) and enabling us to recognise you if you re-visit our site. Our cookies don't store sensitive information such as your name, address or payment details but are essential for us in helping to improve our website and provide a tailored service that is more in line with your needs and expectations.

If you would prefer to restrict, block or delete cookies from our website, or any other website, you are able to do so at any time by going to your browser settings.

WHY DO WE COLLECT YOUR DATA

We use your information for purposes such as the following:

Operational reasons

Processing your orders, managing payments, managing enquiries and tracking your

delivery

Statistical reasons

To administer our website, keep it secure and protected, help improve our site and the level of service we provide

Marketing reasons

To tailor relevant website content and advertisements to you

To give you the opportunity to enter into a competition, a prize draw or submit feedback

To notify you of any relevant company news or changes to our business, services and policies

To keep you updated on products or special offers that may be of interest

This will only occur when you have opted in to join our mailing list or have requested to receive our seasonal brochures. You can opt out of these services at any time.

By accessing our website (or interacting with us in any of the ways outlined within this policy), you are agreeing that you do not object to us contacting you for any of the above purposes whether by telephone, e-mail or in writing. You also confirm that you do not and will not consider any of the above as being a breach of any of your rights under the Privacy and Electronic Communications (EC Directive) Regulations 2003. Rest assured, any personal information you provide to us (or which is available on public registers) and any user information, from which we can identify you, is held in accordance with the registration we have with Data Commissioner's Office.

You always have the right to revoke prior permissions and given consents at any time.

You also have the right to correct, request or delete any held personal data. Please contact us at f-a-henshaw@btconnect.com to do so.

HOW LONG DO WE KEEP YOUR INFORMATION?

We can legally retain certain data to fulfil our statutory obligations and we hold some types of personal information on our systems for a necessary amount of time for relevant activity taking place.

HOW CAN YOU UPDATE AND ACCESS YOUR PERSONAL INFORMATION?

The personal information which you are requested to provide when you register as a customer needs to be true, accurate, current and complete in all respects. We will need to be notified straight away of any changes to your personal information. Impersonation of any other person or entity and use of a false name (or a name that you are not authorised to use) is prohibited.

If you wish to change or see all the personal data we hold about you, please get in touch

By Phone: 01623 621949

By email: f-a-henshaw@btconnect.com

By post: Customer Services, F A Henshaw, 59 Stockwell Gate, Mansfield, Notts. NG19 1LA

This will be given free of charge, within a month of you contacting us.

WHO DO WE SHARE YOUR INFORMATION WITH?

Your information may be disclosed to third parties we work closely with who help provide a service to you on our behalf. We ensure that these providers treat your information as securely as we do and will not use this for their own marketing purposes. We only share the necessary personal information that is needed to deliver the expected service.

An example of this is our courier service. Depending on the size of the product you have ordered and where you live, we may use a third party to deliver your goods. We would need to inform them of your name, address, telephone number and email address so they can keep you updated on the location of your item and expected delivery times. Please contact us if you would like a list of the third-party providers we work with.

Should the law need us to, we will collect and process your data. For instance, we are legally allowed to pass on information of people who have committed fraud or any other criminal activity that has affected up, to law enforcement.

THIRD PARTY LINKS

To provide increased value to you, we may suggest links to other websites or resources for you to access at your sole discretion. Our privacy policy only applies to our website. So if you chose to enter a linked website, we are not responsible for the availability of such external sites or resources and do not review, endorse and are not (directly or indirectly) responsible or liable for these websites privacy practices or their content. We recommend for you to read the privacy policies of these sites first.

IN THE UNLIKELY EVENT WE ENCOUNTER A DATA BREACH, HOW WILL WE HANDLE THIS?

We will inform of any unlawful data breach of our site's database (as well as the databases of our third-party data systems) to any and all relevant people and authorities within 72 hours. In the unlikely event this occurs, we will provide an explanation on what took place, why, the risk posed and our subsequent next steps to rectify this.