

Hayward Miller Ltd Privacy Policy

Here at Hayward Miller Limited, we take your privacy very seriously and will only use your personal information when necessary. This privacy policy sets out how Hayward Miller uses and protects any information that you give us when you use our website.

We are 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, then you can be assured that it will only be used in accordance with this privacy statement. We will not collect any personal data from you we do not need in order to provide and oversee our service to you.

Hayward Miller may change this policy from time to time by updating this page. This policy is effective from February 2018.

What we collect

We may collect the following information:

- Full name
- Contact information including email address and telephone number
- Demographic information such as address and postcode

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. This is only done if we have your permission to do so.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. This is only done if we have your permission to do so.

We are required to keep your basic personal data (name, address, contact details). Once the need for your data is past it will be retained for a minimum of one full calendar month after which time it will be destroyed. Any information we use for marketing purposes will be kept until you notify us that you no longer wish to receive this information.

However, from time to time we would like to contact you with details of other services we provide as well as company news. This information is not shared with third parties and you can unsubscribe at any time via phone, email or our website. Please indicate if this is something you would like to sign up to.

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.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, leave the box unticked that indicates that you would like your information to be used for direct marketing purposes.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us via telephone or email.

We have a Data Protection Policy in place to oversee the secure processing of your personal data. All the personal data we process is done so by Hayward Miller staff in the UK. We will not pass your data on to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you, please contact us via telephone or email at sales@haywardmiller.co.uk.

If you believe that any information we are holding on you is incorrect or incomplete, you can request to see this information, and have it corrected or deleted. If this is the case, please telephone or email us as soon as possible at sales@haywardmiller.co.uk. We will promptly correct any information found to be incorrect. If you wish to raise a complaint on how we handle your personal data, you can contact us to have the matter investigated.