

'Information and Privacy Policy'

Meeting the requirements of The General Data Protection Regulations (GDPR)

The GDPR replaces the Data Protection Act 1998 and we are required by law to inform our customers how the data we collect from you is processed and retained, including how this data is passed onto third parties.

Here at Goldseal Tradeline, Boro Corn Mill, Clarence Street, Chorley, PR7 2BJ (Tel 01257 233110), we take your privacy seriously and will only use your personal information to provide the products and services you have requested from us.

However from time to time we may be required to pass on your details. As a Company we would only share your information if it is absolutely necessary as part of completing your quote, installation or guarantee, or to comply with any legal requirement.

During the Quotation/Installation stage.

As a retail or trade customer by agreeing to receiving a quotation/or by accepting a quotation and giving us the go ahead to proceed with the order you are also consenting to your company/personal data being held by Goldseal Tradeline and also being shared with necessary third parties. The data we hold includes name, address, contact numbers, email addresses, etc.

During quoting/ordering/installation we will have your details on our Accounting System and also within documents/spreadsheets on our office computer system. We also hold paper copies of all the information collected and archive these within our building once your installation is complete.

During the process we may share your information with our suppliers if it is required as part of completing your installation. An example of this would be if there was a technical fault on a window and we needed our supplier to attend your property in order to undertake a repair. This may also happen after the installation is complete whilst your product is under guarantee. We would give them information such as title, name/company name address, telephone number and email address.

We also use a small number of subcontractors to undertake specific tasks that we cannot complete ourselves, for example, an Electrician, Plumber, Groundworker, Skip Hire Company, Architects or Planning Consultants, Plasterers, Roofers and Scaffolders.

We may, if requested and it is essential, share information with a Health and Safety Consultant, Legal representative and Accountants.

We would also share your information with our own Employees/Installers.

After installation – Retail Customers Only

After installation your data, if applicable, will be registered with FENSA, in order for a FENSA certificate to be issued, and NHG, in order for an Insurance Backed Guarantee to be issued.

For the purposes of fulfilling the requirements of the Competent Person Scheme for self certification under building regulations. Personal data will include title, name, address, telephone number and email address. This data will be used by them to provide essential documentation and will be retained on files for the lifetime of the guarantee.

Right to erase

You have the right to request that we erase your information. If we have provided a quote only we can erase your details immediately following your request. If an order has been placed we are obliged to hold your details for 7 years to meet the requirements of the HMRC. As our guarantees last 10 years should you request to be erased before this time period has lapsed we would not be able to honor any guarantees.

Right to complain

You have the right to complain to the ICO if you think there is a problem with the way we are handling your data. (www.ico.org.uk)