



Privacy Notice – Online Purchase

This privacy notice tells you about the information we collect from you when you purchase one or more of our products via our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Allfix Limited. Our address is Unit 2 Leyland Road, Wallisdown, Poole, Dorset, BH12 5HB. You can contact us by post at the above address, by email at **dataprotection@allfix.co.uk** or by telephone on +44 (0)1202 519066. Please ask for David Walker

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you purchase products from us online, we ask you for your name, address, contact telephone number, email address and credit card information.

Why do we collect this information?

We will use your information to verify your credit card details for your purchase, process your order and to send you your goods. We will also send you an order acknowledgment via email and we may use your telephone number to contact you regarding your delivery.

We require this information in order to process your payment, deliver your goods and fulfil our contract with you.

What do we do with your information?

Your information is stored in our order processing system which is based with the European Union.

Your credit card details are passed to a third-party payment processor which is based in the UK and is certified to PCI DSS certification compliant which requires effective

safeguards for your information. Allfix Limited does not retain your credit card information.

We use a third-party courier company to deliver your goods and we share with them your name, address and telephone number in order to complete the delivery.

We do not use the information you provide to make any automated decisions that might affect you.

How long do we keep your information for?

Unless you create an account with us, all processed data will be kept securely for no longer than is necessary.

Your rights over your information

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate.

You can also ask us to give you a copy of the information and to stop using your information for a period of time if you believe we are not doing so lawfully.

To submit a request by email, post or telephone, please use the contact information provided above.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF