

**Clares of Croydon Ltd**  
**Customer Privacy Policy**

Clares of Croydon Ltd are committed to protecting and respecting your privacy. This policy outlines how we handle your personal information.

Please be aware we may change this policy from time to time.

Any questions regarding this policy should be sent to; The Data Protection Compliance Officer, Clares of Croydon Ltd, 54 Tamworth Road, Croydon, CR0 1XW.

**Who are Clares of Croydon Ltd?**

Clares of Croydon Ltd are a locksmith and security company based in Croydon.

**How do we collect information?**

We collect personal information from you only when you contact us to request or enquire about our products or services.

**Internet/Telephone Security**

We cannot guarantee the security of any information transmitted by internet/telephone so communication by these methods is at your own risk.

**What information do we collect?**

The information we collect may include your name, address, telephone number, email address and any information necessary to assess whether our products or services meet your needs.

**What is the basis for collecting your information and how is it used?**

The legal basis for collecting your data is one of contract so we can fulfil our contractual obligations to you or because you have asked us to do something before entering into a contract e.g. provide a quote/estimate.

We will use your personal information to administer your account and to provide the products and services you have requested from us.

**How do we store your information?**

All of our employees are subject to obligations of confidentiality.

All personal information is held in secure computer or paper-based files.

**Who has access to your information?**

We will never sell or rent your personal data.

We will never use your information for marketing purposes or share it with a third party for marketing purposes.

We may pass your information to third parties for the provision of services you have requested to receive.

We may disclose your details to government and associated organisations as required by law.

We may transfer your personal information to a third party as part of a sale of some or all of our business or as part of any business re-structuring or re-organisation.

**How can you update your information?**

You can update the information we hold on you by writing to; The Data Protection Compliance Officer, Clares of Croydon Ltd, 54 Tamworth Road, Croydon, CR0 1XW.

**How can you access the information we hold on you?**

You have the right to ask for a copy of the information we hold on you. Requests should be made in writing to; The Data Protection Compliance Officer, Clares of Croydon Ltd, 54 Tamworth Road, Croydon, CR0 1XW.

**How long do we retain your data?**

This depends on the type of work we carry out for you. In most cases we will retain your information for a minimum of 6 years and for on-going products/services this may be longer. Data will not be kept longer than necessary.

**Complaints about the way your data has been handled**

You may complain about the way your data has been handled by writing to; The Data Protection Compliance Officer, Clares of Croydon Ltd, 54 Tamworth Road, Croydon, CR0 1XW.

You also have the right to complain to The Information Commissioner's Office please see their website at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

**For more information**

Contact The Information Commissioner's website at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)