**Privacy Policy**

1. **Information we collect**

Our primary goal in collecting personal information is to provide you with a safe, efficient, and personalised experience. We only collect personal information about you that we consider necessary for this purpose.

In general, you can browse the Site without telling us who you are or revealing any personal information about yourself. Once you give us your personal information, you are not anonymous to us. If you choose to use our services, we may require you to provide contact and identity information, financial information and other personal information as indicated on the forms throughout the Site. Where possible, we indicate which fields are required and which fields are optional. You always have the option not to provide information by choosing not to use a particular service or feature.

We automatically collect and process certain information based upon your use of the Site. We use this information to conduct internal research on our users' demographics, interests, and behaviour to better understand, serve and protect you and our community. This information may include the URL that you just came from (whether this URL is on the Site or not), which URL you next go to (whether this URL is on the Site or not), browser information, and your IP address.

We use data collection devices such as "cookies" on certain pages of the Site. "Cookies" are small files placed on your hard drive that assist us in providing customised services and to help promote safer trading. We also offer certain features that are only available through the use of a cookie. Cookies can also help us provide information which we tailor to your interests. Most cookies are "session cookies", meaning that they are automatically deleted from your hard drive at the end of a session using the Site. You are always free to decline our cookies if your browser permits, although in that case you may not be able to use certain features on the Site and you may be required to re-enter your password more frequently while you are using the Site.

By using the Thomas Norris Restorations website, or by providing any personal information to Thomas Norris Restorations, you consent to the collection and use of your personal information as set out in this Privacy Policy.

* If you choose to buy on the Site, we collect information about your buying behaviour.
* If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Site, we may collect such information into a file specific to you.
* If you sign up to our newsletter, we collect your personal information for the purpose of sending you our newsletter and associated marketing and service updates. The information we collect includes your name, address, telephone number and email address to enable us to keep you up to date on issues and our services.
* When you contact us for our services, we collect your name, email address, postal address and telephone number. We will use this information for the purposes of communicating with you for any business we are conducting with you, and to inform you about our services.
* If we undertake work for you, we may name you in our client list that we use time to time, as ‘First Name Surname, Location’.

You may opt out of any of our mailing lists at any time by emailing us at harriet@thomasnorrisrestorations.co.ukwith a note of your requirements.

We will not disclose your contact information to anyone who is not an employee or contractor of Thomas Norris Restorations unless we have your permission, or are required to do so by law.

From time to time we undertake cleaning and updating of personal data, again using public sources of data and for cleaning, with the assistance of specialist third party providers.

You may ask us to delete your contact information at any time by emailing us at harriet@thomasnorrisrestorations.co.uk

1. **Our Disclosure of Your Information**

As a matter of policy, Thomas Norris Restorations will never sell or rent your personal information to third parties for their marketing purposes without your explicit consent. However, the following describes some of the ways that we may disclose your personally identifiable information.

**(a) Advertisers.** We aggregate (gather up data across all user accounts) personally identifiable information and disclose such information in a non-personally identifiable manner to advertisers and other third parties for other marketing and promotional purposes. However, in these situations, we do not disclose to these entities any information that could be used to identify you personally. You consent to the use of your data and data collected by cookies for the collection and use of personal data for personalization of ads.

**(b) External Service Providers.** There are a number of separate optional services offered by third parties that we refer to as external service providers that may be complimentary to your use of the Site (e.g. Upholstery Services/Powder Blasting Services, Couriers etc). If you choose to use these optional services, and in the course of doing so, disclose information to the external service providers, and/or grant them permission to collect information about you, then their use of your information is governed by their privacy policy. We do not disclose your personal information to external service providers unless you provide your explicit consent or where it is necessary to complete your transaction. To prevent our disclosure of your personally identifiable information to an external service provider, you can decline such consent or simply not use their services. Because we do not control the privacy practices of these third parties, you should evaluate their practices before deciding to use their services.

**(c) Other Corporate Entities.** You agree that we may share personally identifiable information about you with our parent, affiliates, subsidiaries and joint ventures that are committed to serving your online trading needs and related services, throughout the world. Our parent, affiliates, subsidiaries and joint ventures follow privacy practices no less protective of all users than our practices described in this Privacy Policy, to the extent allowed by applicable law. It is possible that Thomas Norris Restorations, its subsidiaries, its joint ventures, or any combination of such, could merge with or be acquired by another business entity. Should such a combination occur, you should expect and agree that that Thomas Norris Restorations may share some or all of your information in order to continue to provide the service. You will receive notice of such event (to the extent it occurs) and we will require that the new combined entity follow the practices disclosed in this Privacy Policy.

**(d) Legal Requests.** Thomas Norris Restorations cooperates with law enforcement inquiries, as well as other third parties, to enforce laws and third party rights, such as intellectual property rights and laws relating to fraud. Therefore, in response to a verified request by law enforcement or other government officials such as a Section 29 (3) Data Protection Act 1998 form relating to a criminal investigation or alleged illegal activity, or other activity that may expose us or you to legal liability, we can (and you authorise us to) disclose personal information such as name, address, telephone number, email address, user history, and purchase history about you as we, in our sole discretion, believe

necessary or appropriate.

We cannot ensure that all of your communications with Thomas Norris Restorations and other personally identifiable information will never be disclosed in ways not otherwise described in this Privacy Policy. For example, third parties may unlawfully intercept or access transmissions or private communications, or users may abuse or misuse your information that they collect from the Site. Therefore, although we use industry standard practices to protect your privacy, we do not promise, and you should not expect, that your personally identifiable information or communications with Thomas Norris Restorations will always remain private.

1. **Other Information Collectors**

Except as otherwise expressly included in this Privacy Policy, this document only addresses the use and disclosure of information we collect from you. To the extent that you disclose your information to other parties, whether they are suppliers, other customers etc on the Site or other sites throughout the Internet, different rules may apply to their use or disclosure of the information you disclose to them. To the extent that we use third party advertisers, they adhere to their own privacy policies. Since Thomas Norris Restorations does not control the privacy policies of third parties, you are subject to the privacy policies of that third party. We encourage you to ask questions before you disclose your personal information to others.

1. **How we store information**

Your data will remain within the European Economic Area (“EEA”) at all times unless you consent otherwise for a specific research task.

Information (including contact details) that you supply to us about yourself, whether via our website, by email, or by other means, will be securely stored by us.

1. **How to access your personal information**

We will always try to ensure that the data we hold is up to date, reasonable and not excessive. You have the right to:

* Request a copy of the information we hold about you (Subject Access Request)
* Update or amend the information we hold about you
* Change your communication preferences at any time
* Ask us to remove your personal information from our records
* Withdraw consent where consent has been given
* Object to the processing of your information for any of the purposes outlined above

If you have any questions about this privacy statement, or would like to receive a copy of the information we hold about you, please contact harriet@thomasnorrisrestorations.co.uk

or by writing to:

Harriet Thomas

Thomas Norris Restorations

7 Elmside Close

Exeter

Devon

EX4 6LP

We do not make a charge for this. It will help us if you tell us something about the nature of your contact with us.

1. **Cookies**
2. **What are Cookies?**

This website, in common with almost all professional sites, uses cookies, which are tiny files that are stored on your computer to remember information and to improve your experience. This page describes what information they gather and how we use it.  You can also prevent these cookies from being stored, however, this may downgrade or 'break' certain elements of the site's functionality.

For more general information on cookies see the [Information Commissioner's Office website](http://ico.org.uk/for_organisations/privacy_and_electronic_communications/the_guide/cookies).

**(b)The Cookies We Set**

This site offers a newsletter or email subscription services and cookies are used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.

When you submit data to through a form, such as those found on contact pages or comment forms, cookies are set to remember your user details for future correspondence.

**(c) Third Party Cookies**

In some special cases, we also use cookies provided by trusted third parties.
This site uses Google Analytics which is one of the most widespread and trusted analytics solutions on the web - helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the [official Google Analytics page](https://developers.google.com/analytics/resources/concepts/gaConceptsCookies).

**(d) Disabling Cookies**

You can prevent the setting of cookies by adjusting the settings on your web browser (see your web browser *Help* for how to do this). Be aware that disabling cookies will affect the functionality and features of this and many other websites that you visit. We, therefore, recommended that you do not disable cookies.

**(e) More Information**

If you are still unclear or are looking for more information, please contact us using the e-mail address or telephone number at the top of this page.

1. **Notice**

We may amend this Privacy Policy from time to time in order that it accurately reflects the regulatory environment and our own data collection and disclosure practices. All amended terms shall automatically be effective 30 days after they are initially posted on the Site.