

Browns Privacy Policy

Welcome to the Privacy Policy for Browns Builders Merchants Limited (“Browns”). If you’re reading this you might want to know who we are and why we might collect your data. If you have a question about your data and it's not covered in this document feel free to email us (enquiries@brownsbm.co.uk) or call us on 01332 292911. We are located at 123a Old Nottingham Road, Derby, DE1 3QQ. Any data you gives to us we will be the controller of that data.

This policy may change so please revisit this page from time to time to ensure you are aware of any changes. This policy was last updated on 25 May 2018.

We’ve tried to split this up into different sections to make it easier to navigate.

Introduction

This document will cover everything relating to data collected by Browns . We will always keep your data secure and make sure your privacy is never violated according to legislation and good business practice. Your data is yours to control and you control what we send to you. Where this policy refers to “we”, “our” or “us”, unless it mentions otherwise, it is referring to Browns.

What data we collect from you

At any given point Browns will collect certain kinds of data from you that you give us. This may be from:

- our website if you send us an email from our ‘contact us’ section;
- social media messages
- corresponding to us in writing, via phone or otherwise as well as email above

If you contact us by email, including via the website by sending an email to enquiries@brownsbm.co.uk, we will have your email address and any other information included in your email. We may use this information for us to pursue our legitimate interests as a business to do so. This means we won’t spam you with marketing emails, but we might reply to your email or give you a call if it’s relevant.

This is the same if you contact us on social media, we will respond but we won’t collect any more data than is deemed necessary. This will all be covered under the privacy policy of those websites.

If you sign up to receive our newsletter and fill in our marketing consent form we will send you marketing communications. You can unsubscribe from this at any time by clicking the button on the emails or email edd@brownsbm.co.uk and ask to be removed from the mailing list. To send these emails and store your data we use a third party service provider who is fully compliant with data protection laws and although they may contact you on our behalf (for example to sign up and send confirmation emails) they are not authorised to use your data for any other purpose and will not pass your data on to others that you haven’t agreed to share it with.

If you are a customer or supplier and have an account with us we will need your name, address, contact number and may have your payment details. We will only use these for the purposes of a legitimate business interest. We won’t use these details to send you marketing material unless you request it.

Cookies

Cookies are little pieces of data that our website collects as you go round our website. They don't contain anything that will identify you as an individual. This helps us improve our website and find any sticking points.

How we process your data

We will only ever process your data in line with data protection principles. That means:

- Your data is processed fairly, lawfully and in a transparent manner
- Your data is collected for specific and legitimate purposes
- We won't collect any more data than we need
- We will do our best to make sure the data we collect is up to date and accurate
- We won't keep data longer than necessary
- We will keep your data secure according to data protection laws

In a lot of cases we will keep and process information on you on the grounds of our legitimate interests as a business. For example if we need to deliver you goods, we obviously need to keep your address on file.

Use of third parties

As mentioned above if you sign up for marketing we use a third party email service provider. Any other instances where we give your data to a third party will only be done out of legitimate business interest to provide you with a service. This might include but isn't limited to giving your address and phone number to suppliers so they can answer questions or deliver materials on our behalf. Any other third parties will be used only within the range of data protection laws. We will never sell your data, we will never use your data for any illegal or bad business practice.

Your right to your data

At any point you can request access to the data that we hold about you. Simply direct these requests to enquiries@brownsbm.co.uk for the attention of our data Protection Administrator. We will respond to these requests within one month, however we will require proof to make sure you are the data subject.

If these requests are deemed excessive or the time required to fulfil them is excessive we will ask for a small administration fee. We may refuse to fulfil the request if it is deemed unrealistic or unreasonable.

You have the right to complain to the Information Commissioner's Office ("ICO") if you are concerned about the way we have processed your personal information. Please visit the ICO's website for further details.