

PRIVACY POLICY

Lena Jones Designs, located at 1st Floor, Aberdeen Coach House, High Street, Oxshott, Surrey KT22 0JR is committed to safeguarding and preserving the privacy of all visitors.

This Privacy Policy explains what happens to any personal data you provide to us, or that we collect from you whilst you visit our site and how we use cookies on this website.

If you have any questions regarding your personal data, please contact Lena Jones Designs on telephone 01372 843888 or by email to lena@lenajonesdesigns.com. Written requests should be sent to the General Manager at the address above.

Lena Jones Designs may change this Policy from time to time by updating this page, so you should check it from time to time to ensure you are happy with any changes. This policy is effective 1st May 2018.

Information we may collect

In the course of maintaining our website, we may collect and process the following data about you:

* Information about your use of our site including details of your visits such as pages viewed and the resources you access. Such information includes traffic data, location data and other communication data.

* Information you provide voluntarily. For example, when you register for information or make an enquiry.

* Information you provide when you communicate with us by any means.

In the course of conducting our business with you, we may gather and use certain information about individuals. These may include customers, suppliers, business contacts, employees and other people with whom we have a relationship or may need to contact as a result of our business interests. This information will include:

Names, addresses, telephone numbers and email addresses

CAD drawings, digital images, plans, design dimensions and surveys

Property information to facilitate delivery access

Materials, furniture and accessories installed on site and routes used for delivery

Client preferences on the types of product and services they might need to use

Associated financial records

We store data no longer than the statutory minimum periods required by law.

We receive, collect and store any information you enter on our website or provide us in any other way. We may collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

How do we collect information?

When you make an enquiry or conduct a transaction on our website or, as part of the process, we collect personal information you provide, such as your name, address, email address and telephone number.

We collect data at the point of enquiry either online or in person. We will only collect data with your expressed agreement. This can be a verbal, but documented, agreement if we take the information in person. If we collect personal data online, you will have to positively acknowledge and agree we can hold and process your details in the manner specified.

We will only use your personal information for the specific reasons stated above.

Why do we collect such personal information?

We use your personal information to supply you with quotations, designs and other services you have requested. We also use these details to understand our clients' needs and how we can continually improve the services we provide.

We do not market to you and never share your data with others to use for their marketing communications.

We collect personal and non-personal information only for the following purposes:

To communicate with you with respect to your enquiry

To communicate with you as regards making appointments and discussing your project

To share project-related information with you

To send you pdf files, emails, digital attachments and images

To create aggregated statistical data and other aggregated and/or inferred non-personal information that we may use to provide and improve our respective services

To comply with any applicable laws and regulations.

We keep your contact information and details of your project on file so we can continue to offer you assistance and after-care in the future, unless you ask us not to.

How we store, use, share and disclose site visitors' personal information

Lena Jones Designs is committed to ensuring all personal data is stored securely.

We do not share your personal data with third parties without first seeking your permission. Subject to receiving your permission, we may share the following information with third parties, such as contractors and suppliers:-

First name

Last name

Company

Email address

Postal address and postcode

Telephone number/s

Digital copies of your interior design/project plans

To prevent unauthorised access or disclosure, we adhere to appropriate physical, electronic and managerial procedures to safeguard and secure any information we collect online.

We acknowledge our obligation to comply with GDPR and have the necessary control measures in place.

How we communicate with our site visitors

We may contact you regarding your project, to discuss deliveries, resolve a dispute, collect fees or monies owed or to send important updates about Lena Jones Designs, or as otherwise necessary to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, or postal mail.

Occasionally we may include links to third parties on this website. Where we provide a link it does not mean we endorse or approve that site's policy towards visitor privacy. You should review their privacy policy before sending them any personal data.