



Privacy policy, cookie policy and website terms & conditions

Your privacy is very important to us. Read below how we collect, store, use, and share your personal information

The following is an agreement between you as licensee and user ("You) and the owners of WN INTERIORS ("Website", "Owner," "VA," "We"). We at WN respect your privacy, are committed to protecting it and want you to be informed about the ways we protect, use and share the information that we collect.

This Privacy Policy ("Policy") serves to inform you of our policies and procedures regarding the collection, use and disclosure of the information we receive when you visit www.wninteriors.co.uk or any other site built, hosted or operated via our Service or a part thereof (together, our "Site"), and when you use any part of our products or services available through the Site or other related websites, toolbars, conversion technology, widgets, applications or distribution channels we may operate from (the "Service"). This Policy applies to information that you provide to us through the Site or the Service, when you access or use any content appearing on the Site or made available through the Service, or that we collect on your behalf as part of the Service.

This Policy is an integral part of our Terms of Service (the "Terms of Service").

If you have any questions about this Policy or do not agree with it, please contact our Data Protection Officer ("DPO") using the details provided below before using the website: info@wninteriors.co.uk

Grounds For Information Collection

WN requests that customers supply personal data, which includes individually identifiable information, when placing orders, such as name, physical address, email address, and credit card information ("Personal Information"). This Personal Information is necessary for fulfilling orders, providing products and Services, communicating with customers, partners, or suppliers regarding orders, protecting our legitimate interest and complying with legal and financial regulatory obligations to which we are subject. We do not rent, sell, or share Users' information with third parties except as described in this Privacy Policy.

When you use the Site, you consent to the collection, storage, use, disclosure and other uses of your Personal Information as described in this Privacy Policy.

We encourage our Users to carefully read the Privacy Policy and use it to make informed decisions.



Information We Collect

WN collects Personal Information, including:

- Your name and contact information, including your mobile phone number, email address and company details (including physical address, and phone number) which you may submit to us when you interact with the Website;
- Information about location or similar location based information;
- Billing information, including credit card number and billing address

In addition, when you use the Site, we automatically receive and record information from your browser or mobile platform, including your location, IP address, cookie information, and activity on the Site. This information is stored in our server logs in order to enhance the functionality of our Site.

What We Do With Collected Information

We may use this information for the following:

- Fulfilling purchases and providing our products and Services;
- Communication regarding your purchases, our Services, and any activities surrounding the Company;
- Updating records for the purpose of retaining records about you;
- Protecting our legitimate interest;
- Compliance with legal and financial regulatory obligations to which we are subject;
- Improvement of the Company and Site;
- Prevention of unlawful activities;
- Evaluation of our marketing and for the purposes of research, training, and analysis of the Company

We may contact you by e-mail for the purposes set out in this section. By submitting such information to us, you are deemed to have agreed to us contacting you by email. We will continue to contact you using this method until you advise us in writing that you no longer wish to be contacted.

How We Collect Information

We receive your Personal Information from various sources:

- When you voluntarily provide us your personal details in order to register on our Site;
- When you use or access our Site in connection with your use of our Services;
- From third party providers, Services and public registers (for example, traffic analytics vendors)



Sub-User Information Collected

As you use our Site, you may import into our system Personal Information you have collected from your customers. We have no direct relationship with your customers or any person other than you, and for that reason, you are responsible for making sure you have the appropriate permission for us to collect and process information about those individuals. Consistent with the uses of Personal Information covered above, we may transfer Personal Information of you or your customers to companies that help us promote, provide, or support the Company. We may use and incorporate into features information you have provided, we have collected from you, or we have collected about customers.

If you are a customer and no longer want to be contacted by one of our users, please unsubscribe directly by contacting the User directly to update or delete your data. If you contact us, we may remove or update your information within a reasonable time and after providing notice to the User of your request.

We will retain Personal Information we process on behalf of our Users for as long as needed to provide our Services or to comply with our legal obligations, resolve disputes, prevent abuse, and enforce our agreements.

Managing Your Information

WN employs procedural and technological measures designed to protect your personally identifiable information from loss, unauthorized access, disclosure, alteration or destruction. Where reasonably practical, WN uses SSL and other encryption, password protection, firewalls, internal restrictions and other security measures to help prevent unauthorized access to your personally identifiable information.

Although we take reasonable steps to safeguard information, we cannot be responsible for the acts of those who gain unauthorized access or abuse our Site, and we make no warranty, express, implied or otherwise, that we will prevent such access.

User Rights

You may request to:

- Receive confirmation as to whether or not Personal Information concerning you is being processed, and access your stored Personal Information, together with supplementary information;
- Receive a copy of Personal Information you directly volunteer to us in a structured, commonly used and machine-readable format;
- Request rectification of your Personal Information that is in our control;
- Request erasure of your Personal Information;
- Object to the processing of Personal Information by us;
- Request to restrict processing of your Personal Information by us



If you have any questions or comments, or if you want to update, delete, or change any Personal Information we hold, or you have a concern about the way in which we have handled any privacy matter, please contact our DPO by email info@wninteriors.co.uk

Marketing

We may use your Personal information for the purpose of providing you with promotional materials, concerning the Company, which we believe may interest you.

These marketing materials will include an opportunity to decline receiving further marketing offers from us. If you unsubscribe we will remove your email address from our marketing distribution list.

Please note that even if you have unsubscribed from receiving marketing emails from us, we may send you other types of important email communications. These may include announcements about the Company, or about your individual account.

Cookies

We use cookies and other technologies on our Site. A “cookie” is a small piece of information that a website assigns to your device while you are viewing a website. Cookies are very helpful and can be used for various different purposes. These purposes include allowing you to navigate between pages efficiently, enable automatic activation of certain features, remembering your preferences and making the interaction between you and our Site quicker and easier. Cookies are also used to help ensure that the advertisements you see are relevant to you and your interests and to compile statistical data on your use of our Site.

You can disable cookies in your browser and delete all cookies currently stored on your computer. You can find out how to do this by modifying your browser’s preferences appropriately.

This site uses cookies. This site utilizes cookies to personalize content, analyze traffic, and assist with promotional and marketing efforts. You consent to cookies if you continue to use this site. [Cookie Policy](#)

Cookies are small text files that can be used by websites to make a user's experience more efficient.

The law states that we can store cookies on your device if they are strictly necessary for the operation of this site. For all other types of cookies we need your permission.

This site uses different types of cookies. Some cookies are placed by third party services that appear on our pages.

You can at any time change or withdraw your consent from the Cookie Declaration on our website.

Learn more about who we are, how you can contact us and how we process personal data in our [Privacy Policy](#).

Your consent applies to the following domains: www.wninteriors.co.uk



Cookie declaration last updated on 27/12/2018

Retention

We will retain your Personal Information for as long as necessary to provide our Services, and as necessary to comply with our legal obligations, resolve disputes, and enforce our policies. Retention periods will be determined taking into account the type of information that is collected and the purpose for which it is collected, bearing in mind the requirements applicable to the situation and the need to destroy outdated, unused information at the earliest reasonable time. Under applicable regulations, we will keep records containing customer Personal Information, account signup agreements, communications and anything else as required by applicable laws and regulations.

Sharing Information

WN may only share personal information with partners or suppliers in order for them to fulfil the Service you have ordered. These organizations will have access only to the information required to permit them to perform their obligations to us.

We will only disclose your personally identifiable information if we reasonably believe we are required to do so by law, regulation or other government authority or to protect against fraud. We may transfer your personally identifiable information to a successor entity upon a merger, consolidation or other corporate reorganization in which WN participates. Such successor entity shall be bound by the terms and conditions of this privacy policy.

Links to Third Party Sites

This Site may be linked to other web sites on the Internet which are not under the control of or maintained by WN. Such links do not constitute an endorsement by WN of those other web sites, the content displayed therein, or the persons or entities associated therewith. You acknowledge that WN is providing these links to you only as a convenience, and you agree that WN is not responsible for the content of such sites. Your use of these other linked web sites is subject to the respective terms of use and privacy policies located on the linked sites. We will not be responsible for the protection of any personal data which you provide to third party sites.

Online Privacy Policy Only

This privacy policy applies only to our online activities and is valid for visitors to our website and regarding information shared and/or collected there. This policy does not apply to any information collected offline or via channels other than this website

Consent

By using our website, you hereby consent to our privacy policy and agree to its terms.

This Privacy Policy was last updated on: May 24, 2018.



GDPR Compliance Report for WN INTERIORS

Compiled 22/05/2018

Data protection officer:

Data that the company holds:

- Contact Names
- Trading Addresses
- Telephone Numbers (both Landline and/or Mobile)
- Bank Details –if you pay by Direct Debt
- Email Addresses

WHY DO WE COLLECT/KEEP YOUR DATA?

The data we hold is used in order to produce the following documents relevant to your business trading with us, namely;

- Invoices
- Statements
- Quotes
- Payment Receipts
- Current Payment Information
- Any other information relevant to you and your business

The following data you provide when placing orders is sent to the manufacturing supplier namely;

- Delivery address
- Contact details

HOW WE KEEP YOUR DATA

Your details –name, address & phone numbers are kept on our secure server along with any documentation relating to placed orders.

Paper copies of invoices and order confirmations are in labelled folders.

Invoices and quotes are also kept on our accounting software program Xero this is password protected.

Email correspondence which is kept on our computer password protected.

People who have access to the above, Office staff and Directors.



HOW LONG DO WE KEEP YOUR DATA?

Your details are kept on our records for as long as you are a customer of ours. Following HMRC guidelines, we have to keep this information on our Accounting System and/or archive files for 7 years.

WHY IS THIS DATA NEEDED?

The above mentioned data is required in order for us to communicate with our prospective clients, existing clients and partner companies throughout the lifespan of their relationship with the company. WN Interiors operate a preferred partners programme, which enables us to facilitate installation aspects of our day to day business activities. Referrals to 3rd party preferred partners will only happen with written consent and will clearly identify with whom the data is intended to be shared with.

We will, under no circumstances, share data without prior written consent.

CONSENT FOR THIS DATA

The data we hold is for existing clients in order to provide quotations, fulfil orders, invoice and provide aftersales care. We do not engage in any outbound marketing activities and we understand as such that consent hold this data has already been provided by means of the nature of our historic relationships.

DATA ACCESS REQUESTS

Anyone who wishes to, can request copies of what data we hold about them and where this information is held.

DATA DELETION REQUESTS

Should anyone wish to be removed from our internal data stores, we would guarantee to delete their data within 30 days of their request. This would be achieved by utilising the above checklist and destroying any physical files/deleting any digital files.

LONG-TERM FULL COMPLIANCE

There are currently records within the company of businesses that traded with us more than two years ago, who have not done so since. For compliance with HMRC regulations and guidelines, specifically in an accounting capacity, we will hold this data for the seven year period that we have been advised to do.

In order for us to be fully compliant, we need to establish a database of contacts, ensuring that their data is destroyed after the seven years has elapsed.



Should we decide to participate in active outbound marketing, we will ensure the person/business in question has provided their consent to do so and that this consent is recorded correctly and in line with the GDPR guidelines.

We will need to invest in lockable storage units for the company's current paper filing to ensure this is held as securely as is possible. Currently this data is held in a secure office, to which only current members of staff have access to.

PASSWORD PROTECTION FOR DIGITALLY STORED DATA

All digitally held files within the business are protected by password. The passwords used by the company are known by the person responsible for that particular client, as well as the Company Director. No other member of the company has access to this information.

DATA BREACHES AND TRAINING ASSOCIATED WITH THIS

- Each and every machine used by the business has up to date anti spy/malware software to minimise the risk of data being accessed without permission.
- Each member of staff is familiar with computer virus infection and is prepared for such an event.
- Each member of staff has been advised on the correct protocols for emails with multiple recipients
- Orders placed with manufacturers will no longer contain references to individuals or companies, without their consent
- In the eventuality of a breach, WN Interiors will record all details of this breach and seek advice on whether further action is needed
- All electronic devices within the company have been logged in case of theft

UPDATES TO OUR PRIVACY POLICY

Here are some highlights of the changes we've made:

- We restructured our Privacy Policy to present two primary audience groups with the information that's most relevant to each. These groups are contacts and website visitors. This policy will also inform these groups on how they can exercise their rights under the GDPR and control the use of their personal information through our services.
- If you, or your use of WN Interiors, are subject to EU data protection law (including the GDPR), we've updated your obligations when using us to reflect the new requirements under the GDPR.
- We've reaffirmed our commitment to the responsible collection, use, transfer, disclosure, and management of your personal information.



PRIVACY POLICY

WN Interiors takes data privacy seriously. This privacy policy explains who we are, how we collect, share and use Personal Information, and how you can exercise your privacy rights.

We recommend that you read this privacy policy in full to ensure you are fully informed. However, to make it easier for you to review the parts of this privacy policy that apply to you, we have divided up the document into sections that are specifically applicable to Contacts (Section 2), and Visitors (Section 3). Sections 1 and 4 are applicable to everyone.

If you have any questions or concerns about our use of your Personal Information, then please contact us using the contact details provided at the end of Section 4

A. ABOUT US

WN Interiors distributes products and services in relation to interior design operated by WN Interiors Ltd, registered in the UK ("we," "us," "our," and "WN").

B. KEY TERMS

In this privacy policy, these terms have the following meanings:

"**Member**" means any person or entity that is registered with us to use our services.

"**Personal Information**" means any information that identifies or can be used to identify a Member, a Contact, or a Visitor, directly or indirectly. Examples of Personal Information include, but are not limited to, first and last name, date of birth, email address, gender, occupation, or other demographic information.

"**Website(s)**" means any website(s) we own and operate (such as www.wninteriors.co.uk) or any web pages, interactive features, applications, widgets, blogs, social networks, social network "tabs," or other online, mobile, or wireless offerings that post a link to this privacy policy.

"**Visitor**" means any person who visits any of our Websites.

"**you**" and "**your**" means, depending on the context, either a Member, a Contact, or a Visitor.

PRIVACY FOR VISITORS

This section applies to Personal Information that we collect and process through our Websites and in the usual course of our business, such as in connection with our recruitment, events, sales and marketing activities. **In this section "you" and "your" refers to Visitors.**

A. Information We Collect

(i) **Information you provide to us on the Websites or otherwise:** Certain parts of our websites may ask you to provide Personal Information voluntarily. For example, we may ask you to provide certain Personal Information (such as your name, contact details, company name, profile information) in order to sign up to our newsletter or to register your interest, apply for a role with WN Interiors or otherwise submit inquiries to us. We may also collect Personal Information, such as your contact and job details and feedback, when you attend our events, take part in surveys, or through other



business or marketing interactions we may have with you. You may choose to provide additional information when you communicate with us or otherwise interact with us, and we will keep copies of any such communications for our records.

The Personal Information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you at the point we ask you to provide your Personal Information. We will also let you know prior to collection whether the provision of the Personal Information we are collecting is compulsory or may be provided on a voluntary basis and the consequences, if any, of not providing the information.

(ii) **Information we collect automatically through the Websites:** When you visit our Websites, we may also collect certain information automatically from your device. In some countries, including countries in the European Economic Area, this information may be considered Personal Information under applicable data protection laws.

B. USE OF PERSONAL INFORMATION

We may use the information we collect through our Websites for a range of reasons, including:

- To provide, operate, optimize, and maintain our Websites.
- To send you information for marketing purposes, in accordance with your marketing preferences.
- For recruitment purposes if you have applied for a role with us.
- To respond to your online inquiries and requests, and to provide you with information and access to resources or services that you have requested from us.
- To manage our Websites and system administration and security.
- To improve the navigation and content of our Websites.
- To identify any server problems or other IT or network issues.
- To process transactions and to set up online accounts.
- To compile aggregated statistics about site usage and to better understand the preferences of our Visitors.
- To carry out research and development to improve our products and services.
- To customize content and layout of the Websites.
- To carry out other legitimate business purposes, as well as other lawful purposes.

In addition, we may combine Personal Information with other information we collect or obtain about you (such as information we source from our third-party partners) to serve you specifically, such as to deliver a product or service according to your preferences or restrictions, or for advertising or targeting purposes in accordance with this privacy policy. When we combine Personal Information with other information in this way, we treat it as, and apply all of the safeguards in this privacy policy applicable to, Personal Information.



C. PUBLIC INFORMATION AND THIRD-PARTY WEBSITES

- **Blog.** We have public blogs on our Websites. Any information you include in a comment on our blog may be read, collected, and used by anyone. If your Personal Information appears on our blogs and you want it removed, contact us here. If we are unable to remove your information, we will tell you why.
- **Social media platforms and widgets.** Our Websites include social media features, such as the Instagram Like button. These features may collect information about your IP address and which page you are visiting on our Website, and they may set a cookie to make sure the feature functions properly.
- **Links to third-party websites.** Our Websites include links to other websites, whose privacy practices may be different from ours. If you submit Personal Information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit.
- **Contests and sweepstakes.** We may, from time to time, offer surveys, contests, sweepstakes, or other promotions on our Websites or through social media (collectively, "**Promotions**")
- **Cookies and Tracking Technologies**
We use cookies and similar tracking technologies to collect and use Personal Information about you, including to serve interest-based advertising. For further information about the types of cookies and tracking technologies we use, why, and how you can control them, please see our Cookie Statement

E. OTHER DATA PROTECTION RIGHTS

You have the following data protection rights:

- To **access, correct, update, or request deletion** of your Personal Information. WN Interiors takes reasonable steps to ensure that the data we collect is reliable for its intended use, accurate, complete, and up to date. You may contact us directly at any time about accessing, correcting, updating, or deleting your Personal Information, or altering your data or marketing preferences by emailing us at info@wninteriors.co.uk. We will consider your request in accordance with applicable laws.
- In addition, if you are a resident of the EEA, you can **object to processing** of your Personal Information, ask us to **restrict processing** of your Personal Information or **request portability** of your Personal Information. Again, you can exercise these rights by emailing us at info@wninteriors.co.uk
- Similarly, if we have collected and processed your Personal Information with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your Personal Information conducted in reliance on lawful processing grounds other than consent.
- You have the **right to complain to a data protection authority** about our collection and use of your Personal Information. For more information, please contact your local data protection authority. Contact details for data protection authorities in the EEA are available online.



We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws. We may ask you to verify your identity in order to help us respond efficiently to your request.

A. HOW WE SHARE INFORMATION

We may share and disclose your Personal Information to the following types of third parties for the purposes described in this privacy policy (**for purposes of this section, "you" and "your" refer to Members, Contacts, and Visitors unless otherwise indicated**):

(i) **Our service providers:** Sometimes, we share your information with our third-party service providers, who help us provide and support our Services and other business-related functions.

(ii) **Advertising partners:** We may partner with third-party advertising networks and exchanges to display advertising on our Websites or to manage and serve our advertising on other sites and may share Personal Information with them for this purpose.

(iii) **Any competent law enforcement body, regulatory body, government agency, court or other third party** where we believe disclosure is necessary (a) as a matter of applicable law or regulation, (b) to exercise, establish, or defend our legal rights, or (c) to protect your vital interests or those of any other person.

(iv) **A potential buyer (and its agents and advisors)** in the case of a sale, merger, consolidation, liquidation, reorganization, or acquisition.

(v) **Any other person with your consent.**

B. LEGAL BASIS FOR PROCESSING PERSONAL INFORMATION (EEA PERSONS ONLY)

If you are from the European Economic Area, our legal basis for collecting and using the Personal Information described above will depend on the Personal Information concerned and the specific context in which we collect it.

However, we will normally collect and use Personal Information from you where the processing is in our **legitimate interests** and not overridden by your data-protection interests or fundamental rights and freedoms. Typically, our legitimate interests include improving, maintaining, providing, and enhancing our technology, products, and services; ensuring the security of the Services and our Websites; and for our marketing activities.

If you are a Member, we may need the Personal Information to **perform a contract** with you. In some limited cases, we may also have a **legal obligation** to collect Personal Information from you.

If we ask you to provide Personal Information to comply with a legal requirement or to perform a contact with you, we will make this clear at the relevant time and advise you whether the provision of your Personal Information is mandatory or not, as well as of the possible consequences if you do not provide your Personal Information.

Where required by law, we will collect Personal Information only where we have your **consent** to do so.



If you have questions about or need further information concerning the legal basis on which we collect and use your Personal Information, please contact us .

C. YOUR CHOICES AND OPT-OUTS

Members and Visitors who have opted in to our marketing emails can opt out of receiving marketing emails from us at any time by clicking the "unsubscribe" link at the bottom of our marketing messages.

Please note that some communications (such as service messages, account notifications, billing information) are considered transactional and necessary for account management, and Members cannot opt out of these messages unless you cancel your WN Interiors account.

D. OUR SECURITY

We take appropriate and reasonable technical and organizational measures to protect Personal Information from loss, misuse, unauthorized access, disclosure, alteration, and destruction, taking into account the risks involved in the processing and the nature of the Personal Information. If you have any questions about the security of your Personal Information, you may contact us at info@wn-interiors.co.uk

WN accounts require a username and password to log in. Members must keep their username and password secure, and never disclose it to a third party. Because the information in a Member's WN Interiors account is so sensitive, account passwords are hashed, which means we cannot see a Member's password. We cannot resend forgotten passwords either. We will only provide Members with instructions on how to reset them.

F. RETENTION OF DATA

We retain Personal Information where we have an ongoing legitimate business or legal need to do so. Our retention periods will vary depending on the type of data involved, but, generally, we'll refer to these criteria in order to determine retention period:

- Whether we have a legal or contractual need to retain the data.
- Whether the data is necessary to provide our Services.
- Whether our Members have the ability to access and delete the data within their WN Interiors accounts.
- Whether our Members would reasonably expect that we would retain the data until they remove it or until their WN Interiors accounts are closed or terminated.

When we have no ongoing legitimate business need to process your Personal Information, we will either delete or anonymize it or, if this is not possible (for example, because your Personal Information has been stored in backup archives), then we will securely store your Personal Information and isolate it from any further processing until deletion is possible.



G. CHANGES TO THIS POLICY

We may change this privacy policy at any time and from time to time. The most recent version of the privacy policy is reflected by the version date located at the top of this privacy policy. All updates and amendments are effective immediately upon notice, which we may give by any means, including, but not limited to, by posting a revised version of this privacy policy or other notice on the Websites. We encourage you to review this privacy policy often to stay informed of changes that may affect you. Our electronically or otherwise properly stored copies of this privacy policy are each deemed to be the true, complete, valid, authentic, and enforceable copy of the version of this privacy policy that was in effect on each respective date you visited the Website.

H. QUESTIONS & CONCERNS

If you have any questions or comments, or if you have a concern about the way in which we have handled any privacy matter, please contact us by phone, postal mail or email at:

01202 900866
info@wninteriors.co.uk

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