

Mr Carpet Limited's Privacy Policy

We understand that privacy and the security of your personal information is extremely important. This policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you.

This policy applies to you if you use our products or services. This policy gives effect to our commitment to protect your personal information.

Privacy Policy Sections

- [Who are we](#)
- [What sorts of information do we hold](#)
- [How we use your information](#)
- [Who we might share your information with](#)
- [Your rights](#)
- [How long do we keep your information for](#)
- [Security](#)
- [Contact us](#)
- [Policy change](#)

Who are we

When we say "we" or "us" in this policy document, we are referring to the distinct and separate entity of Mr Carpet Limited (Registered Office: Allen House, 1 Westmead Road, SUTTON Surrey SM1 4LA

What sorts of information do we hold

- Information that you provide to us such as your name, address, telephone number and email address.
- Information about the Services that we provide to you (including for example, the things we have provided to you, when and where, what you paid, the way you use our products and Services, and so on).
- Your contact details and details of the emails and other electronic communications you receive from us, including whether that communication has been opened and if you have clicked on any links within that communication.

How we use your information

The information we collect may be used to:

- Make available our Services to you;
- Process your orders;
- Take payment from you or give you a refund;
- Help us ensure that our customers are genuine and to prevent fraud;
- For statistical analysis;
- Help us understand more about you as a customer, the products and services you consume.
- Contact you about products and services from us

- Help answer your questions and solve any issues you have.

Fraud Prevention Agencies

We have systems that protect our customers and ourselves against fraud and other crime. Personal information can be used to prevent crime and trace those responsible. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- Checking details on applications for credit and credit related or other facilities
- Managing credit and credit related accounts or facilities;
- Recovering debt;
- Checking details of job applicants and employees.

Please contact us on privacy@mr-carpet.co.uk if you want to receive details of the relevant fraud prevention agencies. We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

Who might we share your information with

We may transfer your personal information to other organisations in certain scenarios. For example:

- If the Products or Services we provided to you are covered by a Supplier's guarantee, we may be required to provide the Supplier with your Name, Address and Other Contact Details so that the Guarantee can be activated;
- If we are reorganised or sold to another organisation, we may transfer information we hold about you to them so they can continue to provide the Services to you;
- If required to by law, under any code of practice by which we are bound or we are asked to do so by a public or regulatory authority such as the Police or the Department for Work and Pensions;
- If we need to do so in order to exercise or protect our legal rights, users, systems and Services.

Your rights

Access and correction of your personal information

You have the right to access the personal information that we hold about you in many circumstances. This is sometimes called a 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you, or them, free of charge.

Before providing personal information to you or another person on your behalf, we may ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

If you would like to exercise these rights, please contact us as set out below.

Right to stop or limit our processing of your data

You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

How long will we keep your information for?

We will retain a record of your personal information. This is done in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with law and regulation and never retain your information for longer than is appropriate.

Security

We take security measures to protect your information including:

- limiting access to our buildings to those that we believe are entitled to be there;
- implementing access controls to our information technology, such as firewalls, ID verification and logical segmentation and/ or physical separation of our systems and information;

Contact us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by one of the following means:

By email: privacy@mr-carpet.co.uk By post: Data Protection Officer, Mr Carpet Ltd, Unit 32 Wimbledon Stadium Business Centre, Riverside Road, LONDON SW17 0BA

You also have the right to lodge a complaint with the UK regulator, the Information Commissioner. Go to ico.org.uk/concerns to find out more.

Policy change

This privacy policy was most recently updated in May 2018.