

# BROMYARD GLASS LTD



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## How we use your information

At Bromyard Glass Ltd, we take the protection of personal information very seriously. Outlined below is how we use your information and how we protect against it getting into the wrong hands.

### Personal Details

If you are an “over the counter” customer, we take your name & phone number so that we can keep track of your order and contact you should we need to. This information is only seen by employees of Bromyard Glass Ltd and not distributed outside of the company. Once we have completed your order, your information is filed away with your order paperwork. This is then kept for the length of your guarantee on the purchased product and then destroyed. At no point would we use the information to “cold call” you or contact you in any way that is not related to your order.

For Account Customers, the form you have filled in would be filed away once the account has been set up. We use the information you have provided to perform a credit check with outside organisations. Your information would be stored on our accounting software, order processing software and our phone system. This information cannot be accessed by anyone outside of Bromyard Glass Ltd. Should you fall into arrears, your information may be passed onto our debt collection agency. We only use this as a last resort.

### Card Transactions

At no point during a card transaction is your card data recorded by Bromyard Glass Ltd. We have strict procedures in place and any employee found to be recording card data would be immediately dismissed and reported to the police. Our CCTV cameras are set up in such a way that your PIN could not be recorded by them. If an order is placed over the phone, your card receipt is kept with your invoice and not seen by anyone outside of the office team. This is stored securely separately from your order paperwork.

## CCTV Recording

We have several CCTV cameras fitted at the premises of Bromyard Glass Ltd for the safety and security of our staff & customers. These cameras do not record any personal information or card details, they only record your image. Vehicle Number Plates for instance, are not recorded on our system. The recorded images are kept for 30 days and may be supplied to the Police should they request it. If desired, images of yourself can be deleted from our system but a date & time would need to be provided so that we can find the images that you wish to have deleted. As there are signs in & outside our shop advising those under the age of 18 should not enter our premises due to the danger of glass, images are seldom recorded of younger people. Other than the Police, we do not distribute our CCTV recordings to anyone.

## Direct Deliveries on behalf of customers

This information is kept on the order paperwork and, as with ordinary orders, kept for the length of the guarantee. This information is not shared with anyone outside of Bromyard Glass Ltd and only shared within Bromyard Glass Ltd to those who need to know it. For instance, our office team and delivery driver.

## Removal of Information

At any point, you can request your details be removed from all records kept by Bromyard Glass Ltd. As we keep records for the length of your guarantee, removal of your details from these records could make it extremely difficult to find your order should you need to make a claim against the guarantee. If you would like your records removed, we would ask that you keep hold of your copies of the paperwork which would have information of the order date & our order number/invoice number. This would assist us in locating the original paperwork.