

SA HANCOCK LIMITED PRIVACY POLICY

This Policy explains when and why we collect and use personal information and how we protect and safeguard any such information that we hold. Any questions regarding this Policy and our privacy practices should be sent by email to charity@sahancock.co.uk

Who are we?

We are S A Hancock Limited, a private limited company registered in England. The registered address is Moonhill Farm, Burgess Hill Road, Ansty, West Sussex, RH17 5AH

How do we collect information from you?

We obtain information from you when you contact us about our products and services.

What type of information is collected from you?

The personal information we collect might include your name, address, telephone number and email address.

Use of Personal Information

We will use any information that you provide for legitimate business purposes only including:

- Communicating with you in response to your enquiries or requests concerning the supply of goods and services and the processing of related quotations and orders
- Fulfilling our obligations to you arising from any contracts entered into by you and us, including providing a delivery service for goods and services where required
- Letting you know when your boiler is due an annual service.
- Letting you know about any new products and services, seasonal promotions and any significant business developments that may affect the service we provide.

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us. If you have consented to us keeping your personal information for marketing purposes, then we may also keep your personal information in our marketing database for so long as we may have products or services which we think may be of interest to you.

Your right to request access to, deletion of or correction of your personal data

You have a right to ask us to stop processing your personal data, and if it's not necessary for the purpose you provided it to us for (e.g. processing your order) we will do so. Contact us on 01444 450769 or e-mail charity@sahancock.co.uk if you have any concerns.

You have a right to ask for a copy of the information we hold about you. If there are any discrepancies in the information we provide, please let us know and we will correct them.

If you want to access your information, send a description of the information you want to see and proof of your identity by post to Charity Mitchell, SA Hancock Limited, Moonhill Farm, Burgess Hill Road, Ansty, West Sussex, RH17 5AH. We do not accept these requests by email so we can be sure that we only provide personal data to the right person.

Sharing of Personal Information

We will never sell personal information to anyone else. Neither will we share personal information with third parties except to specifically authorised third parties for legitimate business purposes that are intended to benefit you. These could include:

- Parcel and pallet delivery companies to deliver goods requested by you
- Credit card processing providers. No credit card details are stored on our computers. However, card details need to be shared with our payment provider to allow a payment to be processed.
- A future owner of this business. If our business is sold or integrated with another business your data may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to any new owner of the business

Protection of Personal Information

When you give us personal information, we take steps to ensure that it is treated securely. This includes the following control measures:

- Control of Access – access to our systems that store personal information is strictly controlled and limited to those SA Hancock employees and authorised third parties with a need to know the information. All of this is stored on cloud platforms that we believe to be secure.
- Prevention of unauthorised access is achieved by use of commercially available security measures. While we will continue to exercise diligence and use reasonable measures to protect the security of this information, we are not able to warrant that all communications, particularly those involving the internet, will be absolutely secure. If you have any questions about our security or Privacy Policy, please contact charity@sahancock.co.uk

Website Cookie Privacy Statement

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device. Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience. We do not use Cookies on our website.