Privacy Policy

Your Personal Data

**What we need**

Your personal privacy is important to us, and so we want to lay out in a clear and simple manner how we handle it. Websters Turf will be what’s known as the ‘Controller’ of the personal data you provide to us. We collect and use different types of data via our website and app.

*Firstly*, we collect basic personal data from you when you send us an enquiry via our website. This includes basic personal information such as your name, address, email, nature of enquiry etc. This data is ONLY collected for users who send us an enquiry.

*Secondly*, we collect ‘anonymous’ data via a website analytics package which allows us to monitor the source, types and volume of traffic we get on our website (Google Analytics). Most websites use this same software for the same purposes. At no point do we tie this data back to individual accounts or identifiable information such as IP or email address.

Finally, like most businesses, we use cookies to improve users experience on our website.

**Why we need it**

We need to know your basic personal data in order to respond to your enquiry. We will not collect any personal data from you we do not need in order to do this.

We need the anonymous data to be able to track the volume and types of traffic on our website, to be able to improve our website for customers, and to be able to measure the effectiveness of our marketing activity.

This site uses cookies - small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at [www.aboutcookies.org.uk/](http://www.aboutcookies.org.uk/) which offers guidance for all modern browsers.

**What we do with it**

All the personal & identifiable data we process is processed by our staff within the UK, and for the purposes of IT hosting and maintenance this information is located on servers within the UK. No other 3rd parties have access to your personal data unless the law requires them to do so.

When you submit an enquiry to us, that data is securely sent to us via email using a 3rd party API called Sendgrid. Sendgrid do not store the content of the email (your data). We will share your data internally within our company to ensure the correct person is able to respond to your enquiry. Your data is at no point stored on our website or web server.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

**How long we keep it**

We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time if redundant, it will be destroyed.

Personal data provided in the interest of receiving a quote, but not leading to a sale will be destroyed no longer than 12 months following the quote date.

A sale may also result in in your personal data being shared with third parties for the purposes of fulfilling the requirements of the Competent Person Scheme for self-certification under the Building Regulations (qualifying purchases only). Personal data includes title, name, address, phone number(s) and email address. This data will be used to provide essential documentation and will be retained on file for the lifetime of the guarantees which do not exceed 10 years.

By ticking the marketing opt-in checkbox on the order form, you agree for us to use your data in this manner until such point that you indicate otherwise.

**Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We are bound by law to immediately inform you of any data breach.

**What are your rights?**

If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected or deleted by contacting us: enquiries@webstersturf.com If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter at the same email address enquiries@webstersturf.com

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner’s Office (ICO).