



PRIVACY POLICY

Tileworks* is a Limited Company by guarantee registered in Northern Ireland under Company No.NI 605809. Tileworks obtains information about you in the course of the dealings it has with you. This privacy policy explains how we use any personal information we collect.

WHAT INFORMATION DO WE COLLECT ABOUT YOU?

The only information we hold about you is the information you provide and our own records about services we have delivered. The only information our website automatically records is users' IP address. These IP addresses are not linked to any personal data and visitors to our website remain anonymous.

HOW WILL WE USE YOUR INFORMATION?

We only use your information for the purposes for which it was intended. As defined by the Information Commissioner's Office (ICO), the lawful basis for processing your information is when:

- Consent of the data subject is given;
- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract;
- Processing is necessary for compliance with a legal obligation;
- Processing is necessary to protect the vital interests of a data subject or another person;
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

The following table outlines how your information will be used and if it will be shared with anyone. Information is only shared for the purposes for which it is intended and on a need to know basis.

YOUR RELATIONSHIP WITH TILEWORKS	WHAT INFORMATION	PURPOSE OF COLLECTION	LAWFUL BASIS FOR PROCESSING	SHARED WITH
Employee	<ul style="list-style-type: none"> • Contact Details • HR Records • Finance Info 	<ul style="list-style-type: none"> • Fulfilment of Role • Payment of Salary 	<ul style="list-style-type: none"> • Performance of Contract • Legal Obligation 	<ul style="list-style-type: none"> • HR • Finance • Payroll/Pension Provider
Potential or Existing Customer	<ul style="list-style-type: none"> • Name, Contact Details (Address, Phone, Email) 	<ul style="list-style-type: none"> • Delivery of Goods 	<ul style="list-style-type: none"> • Consent 	<ul style="list-style-type: none"> • Relevant Staff • Finance (if sale proceeds)
Sub-Contractor	<ul style="list-style-type: none"> • Name, Contact Details (Address, Phone, Email) • UTR Number • Copy of Insurance (public & vehicle) • Copy of CSR Card 	<ul style="list-style-type: none"> • Fulfilment of Role • Payment of Salary 	<ul style="list-style-type: none"> • Performance of Contract • Legal Obligation 	<ul style="list-style-type: none"> • HR • Finance • Payroll/CIS Provider
Account Holders	<ul style="list-style-type: none"> • Name, Contact Details (Address, Phone, Email) • 2 References 	<ul style="list-style-type: none"> • Evidence of ability to pay • To be able to send out bill 	<ul style="list-style-type: none"> • Legal Obligation 	<ul style="list-style-type: none"> • Sales Staff • Finance

* Tileworks - registered as Tile Works (N.I) Ltd

If you are not included in any of the above categories and would like to know more about what we do with your data, please contact the Data Protection Officer who will advise (contact details below).

How do we store your information?

We store all your information securely using Sage or our own internal database, we restrict access to only those who need it and we train our staff in handling information securely. Your information will only be retained for as long as necessary. Your information will normally be deleted or destroyed within 3 years after the end of your relationship with us, or 7 years in the case of financial records.

Marketing

We will not pass your information on to a third party for marketing purposes. Whenever we collect information which may be used for marketing, we will inform you and you will have the opportunity to opt in or out. At any time, you have the right to stop us from contacting you for marketing purposes; you can do this by email or post (see contact details below).

Access to your information

You have the right to request a copy of the information that we hold about you. To request this information you can email info@tileworks.eu or write to the Data Protection Officer at the address below.

We will require proof of your identity before the information can be given. There is no charge for this service. We aim to reply as promptly as possible within one month of the request. Some more complicated requests may take longer; you will be advised if this is the case. Requests which are unfounded, excessive or unreasonable may be refused and you will be advised if this is the case. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

How to complain about our handling of your information

If you are not happy with the way we have handled your information, you have the right to complain to the Information Commissioner's Office (ICO). Information about how to make a complaint can be found at www.ico.org.uk.

Cookies

Tileworks uses Google Analytics to improve your experience when using our website. By continuing to browse this site, we presume that you agree to their use.

Other websites

Our website may contain links to other websites of interest. This privacy policy only applies to this website, so when you click on a link to another website, you should be aware of their own privacy policies.

Changes to our policy

We keep our privacy policy under regular review and any changes to the policy will be updated on this web page. The privacy policy was last updated May 2018.

Contact us

If you have any questions about our privacy policy or the information we hold about you, please contact us by: **Email:** info@tileworks.eu | **Telephone:** 028 9147 8034 | **Post:** Data Protection Officer, Tileworks, Unit 1a, 16 Balloo Drive, Bangor, BT19 7QY