



## **Warren Services Privacy Policy B2B**

### **1. The good stuff**

We will only use your data to up your experience of the services we can offer.

### **2. Locked down**

We'll protect your data like it's our own.

### **3. Straight talking**

We'll always talk your language and have your back – no nonsense, no surprises.

### **4. No spam**

You decide what and how you hear from us.

### **5. Just the essentials**

Your info won't just hang about – if we don't need it, we'll delete it.

Warren Services Limited is a company registered in England under number: 03081991

VAT No: 525 3786 31

Registered Office: Warren Services Limited, 2 Brickfields Way, Thetford, Norfolk, IP24 1HX

Tel: 01842 760850

Web: [www.warrenservices.co.uk](http://www.warrenservices.co.uk)

# WARREN SERVICES

## Protecting Your Privacy

At Warren Services we are 100% committed to protecting the privacy and security of our customers and site visitors (yep, we mean you). The Warren Services team members are customers themselves of other internet sites, so we completely appreciate and respect how important privacy is. If you have any questions about how we Protect Your Privacy, drop us a line at [enquiries@warrenservices.co.uk](mailto:enquiries@warrenservices.co.uk)

For all our services, the data controller — the company that's responsible for your privacy— is Warren Services Limited.

## How We Use Your Information

We use your information in a number of different ways — what we do depends on the information. The tables below set this out in detail, showing what we do and why we do it.

<b>How we use your name &amp; contact details</b>	<b>Why?</b>
Deliver your purchases to you	We've got to do this to perform our contract with you (it's a bit hard to send your order if we don't use your name and contact details!)
Send you service messages by text, e-mail or through our app, such as order updates	We've got to do this to perform our contract with you (so you can tell when your order is coming)
Send you information by email, SMS, or post, about our new products and services	To keep you up to date. We only send this with your permission
Fraud prevention and detection	To prevent and detect fraud against either you or Warren Services – unfortunate and absolutely essential
Finding out what you and other customers like	To ensure we are giving you what you want and to stay ahead of the competition.

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<b>How we use your payment information</b> (eg your bank details)	<b>Why?</b>
Take payment, and give refunds	We've got to do this to perform our contract with you — we're not giving all our stuff away!
Fraud prevention and detection	To prevent and detect fraud against either you or Warren Services – unfortunate and absolutely essential

<b>How we use your contact history</b> (eg what you've said to us over the phone, on email or social media)	<b>Why?</b>
Provide customer service and support	We've got to do this to perform our contract with you, after all, you expect the best service from us
Train our staff	So that when you contact us, you get the best possible customer service

<b>How we use your purchase history and quoted items</b>	<b>Why?</b>
Sell you things	We've got to do this to perform our contract with you — if you can't put stuff into a basket, you can't buy it!
Provide customer service and support, and handle returns	We've got to do this to perform our contract with you
Finding out what you and other customers like	To ensure we are giving you what you want, and to stay ahead of the competition

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## Information about your phone, tablet or laptop, and how you use our website and app

Information you give us when you browse our site or use our app, including your IP address and device type and, if you choose to share it with us, your location data, as well as how you use our website and app.

<b>How we use information about your phone, tablet or laptop, and how you use our website and app</b>	<b>Why?</b>
Improve our website and set default options for you (such as language and currency)	To give you the best possible web customer experience
Protect our website	To prevent and detect fraud against either you or Warren Services – unfortunate and absolutely essential — and to meet our legal obligations about looking after your data

<b>How we use information from accounts you link to us</b> (on Twitter, Instagram or Facebook)	<b>Why?</b>
To provide product recommendations	So you can quickly spot things that are relevant to you

<b>How we use your responses to surveys, competitions and promotions</b>	<b>Why?</b>
Run the survey, competition or promotion	We've got to do this to perform our contract with you — if we can't use your entry, you can't possibly win!

You don't have to give us any of this personal information but if you don't, you may not be able to buy from us, and you are unlikely to receive our optimal overall customer experience, but that is your choice – and we respect that.

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We also anonymise and aggregate personal information (so that it does not identify you) and use it for purposes including testing our IT systems, research, data analysis, improving our site and app, and developing new products and services. We also share this information with third parties.

## **Sharing your information**

We do not, and will not, sell *any* of your personal data to *any* third party – including your name, address, email address or credit card information. We want to earn and maintain your trust, (trust is one of Warren Services' Core Values) and we believe this is absolutely essential in order to do that.

However, we share your data with the following categories of companies as an essential part of being able to provide our services to you, as set out in this statement:

- Companies that do things to get your purchases to you, such as payment service providers, warehouses, order packers, subcontract services and delivery companies
- Professional service providers, such as marketing agencies, advertising partners and website hosts, who help us run our business
- Credit reference agencies, law enforcement and fraud prevention agencies, so we can help tackle fraud
- Companies approved by you, such as social media sites (if you choose to link your accounts to us)

We may provide third parties with aggregated but anonymised information and analytics about our customers and, before we do so, we will make sure that it does not identify you.

## **Marketing messages**

If you have said we can, we'll send you marketing messages by email, to keep you aware of what we're up to and to help you see and find our products and services.

## **How to stop marketing messages from warrenservices.co.uk**

You can stop receiving marketing messages from us at any time.

You can do this;

- By clicking on the 'unsubscribe' link in any email
- By contacting our Sales Team at [enquiries@warrenservices.co.uk](mailto:enquiries@warrenservices.co.uk)

Once you do this, we will update your profile to ensure that you don't receive further marketing messages.

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Please note that, as Warren Services comprises a complex web of many inter-connecting services, it might take a few days for all our systems to be updated, so you might get messages from us while we process your request. Stopping marketing messages will not stop service communications (such as order updates or where you have expressed an interest in an activity at Warren Services, for example new services or events).

## **Seeing adverts for warrenservices.co.uk online**

We're not there yet with our Marketing budget but when we are we'll engage in online advertising to keep you aware of what we're up to and to help you see and find our products and services.

## **Your information and countries outside Europe**

All your information is stored in the UK and is compliant with UK and EU legislation.

## **Keeping your information**

We'll hold on to your information for as long as you have your account, or as long as is needed to be able to provide the services to you, or (in the case of any contact you may have with our Sales team reference enquiries) for as long as is necessary to provide support-related reporting.

If reasonably necessary or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may also keep hold of some of your information as required, even after you have closed your account or it is no longer needed to provide the services to you.

## **Your rights**

You have a lot of rights relating to your personal information;

- The right to be informed about how your personal information is being used (like this notice!)
- The right to access the personal information we hold about you
- The right to request the correction of inaccurate personal information we hold about you
- The right to request that we delete your data, or stop processing it or collecting it, in some circumstances
- The right to stop direct marketing messages, which you can do through emailing [enquiries@warrenservices.co.uk](mailto:enquiries@warrenservices.co.uk) , and to withdraw consent for other consent-based processing at any time

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- The right to request that we transfer or port elements of your data either to you or another service provider
- The right to complain to your data protection regulator — in the UK, this is the Information Commissioner's Office

If you want to exercise your rights, have a complaint, or just have questions, please contact us.

## **Changes to how we protect your privacy**

We may change this page from time to time, to reflect how we are processing your data.

If we make significant changes, we will make that clear on the Warren Services website or by some other means of contact such as email, so that you are able to review the changes before you continue to use Warren Services.

## **Cookies**

We need to get back to you on this!

## **How to contact us**

We always want to hear from our customers (especially if you feel we've let you down or could do better).

If you;

- Have any questions or feedback about this notice
- Would like us to stop using your information
- Want to exercise any of your rights as set out above or have a complaint,

then please contact our Sales team, who will be happy to answer any questions you may have. You can contact our privacy team by;

- dropping us a line at [enquiries@warrenservices.co.uk](mailto:enquiries@warrenservices.co.uk)
- through our website at [warrenservices.co.uk](http://warrenservices.co.uk)
- you can write to us at; Warren Services Limited, 2 Brickfields Way, Thetford, Norfolk, IP24 1HX or
- call us on Tel: 01842 760850

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