



PRIVACY POLICY

This document describes what data is collected by Mitchells Ironmongers Ltd, how customers and suppliers can access it, and how it is secured as required by GDPR regulations.

As a Company, we do not share any personal data with third parties, the only time this will happen is if demanded by law. An example would be to aid an investigation by the Police.

Customers without a cash/credit account

When ordering a product for these customers, it may be necessary to ask for the customer's name, phone number and delivery address in order to contact the customer when the goods have arrived or are available for delivery. These details will be hand-written and are destroyed once used.

Cash/Account customers

As a Company, we need to keep certain personal information on our system in order to service the account securely and effectively. This will allow us to contact the right people to deal with sales or administration issues. It also enables us to carry out credit checks to assess the suitability of an applicant for a credit account. The following data is stored on our system, or on paper:

- Company name and contact details, including phone number and email address. These details will more than likely be associated with the customer's buying and accounts administration department.
- Company bank account details
- Company registration number
- Company VAT number
- Purchasing history – Once the account facility is being used.
- The original account application.

How do you access the information we hold about you?

You can simply contact us either in-store, over the phone or by email. Once your identity has been confirmed and you are authorised to view the information, we will happily share with you whatever personal details we have stored regarding you/your company.

Data Security

Any personal data we store is kept on our computer system, where password access is granted to trained staff members only. Original account applications are stored in a secure finance office and can only be accessed by our trained administration team.

Additional information

If you require additional information regarding the privacy of personal data at Mitchells Ironmongers Ltd, please do not hesitate to contact us on 01623 650065, or at sales@mitchellsironmongers.co.uk.