

Privacy Policy and GDPR Data Compliance

At Cumbrian Stone we take your privacy seriously. In line with the General Data Protection Regulations (2018) we have prepared the following Privacy Statement and Policy in order to give you more clarity as to how we collect, store and handle your personal data.

Why Cumbrian Stone Collect Personal Data?

Cumbrian Stone may collect your personal data in order to enable us to provide services requested by yourself. Any data that is requested may be used for the preparation of a quotation, fulfilment of a contract between you and Cumbrian Stone and to fulfil any legal obligations Cumbrian Stone has to bodies such as HMRC. We may also use your data to send targeted, direct marketing communications relating to products and services you have expressed an interest in previously.

Cumbrian Stone only holds personal data where a lawful basis for holding the data exists. Under GDPR (2018) there are six lawful bases for holding and processing personal data. These are:

Consent – The individual has given clear consent for their data to be processed by Cumbrian Stone for a specific purpose.

Contract – The processing is necessary for a contract between Cumbrian Stone and the individual, or because the individual has asked Cumbrian Stone to take specific steps prior to entering into a contract (such as requesting a quote).

Legal Obligation – Cumbrian Stone is required to process the data to comply with the law.

Vital Interests – Cumbrian Stone requires the personal data for the preservation of life.

Legitimate Interests – The processing of personal data by Cumbrian Stone is necessary for the legitimate interests of Cumbrian Stone (or a third party), and these legitimate interests outweigh any potential negative impact on the individual that the personal data concerns.

Legitimate Interest Assessment

Any data processed under the basis of legitimate interests must be assessed under a legitimate interest assessment and Cumbrian Stone will only process the data provided that the rights and freedoms of the data subject would not be overridden in our processing of the data and that in no way would a data subject be caused harm by the data processing carried out by Cumbrian Stone. It is deemed that any processing of data will be limited to business matters, and therefore any risk of personal compromise is extremely unlikely. It is also deemed that direct marketing and sales is necessary in the context of keeping our customers and prospective customers informed about our services and to generate business leads.

What Personal Data Does Cumbrian Stone Hold?

Cumbrian Stone only holds personal data that is required in order to provide a quotation and fulfil any contract between you and Cumbrian Stone. This can include the following details: Name, Invoice Address, Delivery Address, Telephone Number, Mobile Phone Number, Email Address, IP Address (for Web Enquiries), Bank Details (Account Number and Sort Code) and Payment Card Details. Please

note that any payment card details provided to make payment are destroyed as soon as the payment is processed, and these details are not retained by Cumbrian Stone following the completion of the individual transaction.

Cumbrian Stone also retains emergency contact details and right to work information (National Insurance Number and Passport) for employees for the duration of their employment. A copy of an employees driving licence may also be retained for insurance purposes.

How Do Cumbrian Stone Collect Personal Data?

Any personal data that Cumbrian Stone holds is usually provided by our customers at the enquiry stage of an order (i.e. when requesting a quotation or sample). On occasion we may also record contact details that are freely advertised on a customer's website (Telephone Number, Postal Address and Email Address). Any personal data held on an employee is always provided by that employee during the course of their employment.

Please note that Cumbrian Stone never buys personal data for marketing or any other purposes; any personal data Collected by Cumbrian Stone is always freely provided by our customers.

How Does Cumbrian Stone Protect Personal Data?

Any personal data held by Cumbrian Stone is stored electronically on an encrypted server which can only be accessed through password protected terminals. Any personal data stored as a hard copy is retained in a secure office at our production facilities.

Does Cumbrian Stone Share Personal Data?

Cumbrian Stone will only share personal data where it is necessary to comply with legislation or where required for the fulfilment of a contract. Cumbrian Stone does not sell personal data, and your data will never be passed to a third party for marketing purposes without your informed consent.

Can I Access/Amend/Request Removal of My Personal Data?

If you have any queries regarding what personal data Cumbrian Stone holds or would like to amend or request the removal of your personal data, then please email accounts@cumbrianstone.co.uk or alternatively write to us at:

“Cumbrian Stone Ltd, Montal Place, Gilwilly Industrial Estate, Penrith, Cumbria, CA11 9FE”

We will process your request within 30 days of receipt and will notify you of our decision and any steps taken.

Further Information

For further information on GDPR (2018), your rights in relation to how your personal data is held and how to lodge a complaint if you feel your rights have been infringed please contact The Information Commissioner's Office (ICO) at www.ico.org.uk