

# **- Privacy Policy -**

## **Sheffield Kitchen Outlet Ltd.**

**Updated 1st March 2025**

This privacy policy will explain how our organisation uses the personal data we collect from you when you visit our showrooms, buy our products or use our website.

### **Topics:**

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Data Retention Policy
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

### **What data do we collect?**

*Our Company collects the following data:*

- Personal identification information like Name, email address, phone number.
- Payment Information like bank details or credit and debit card details.

### **How do we collect your data?**

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- When we add your personal details to your order form or invoice.
- When you make an application for finance.

### **How will we use your data?**

Our Company collects your data so that we can:

- Process your order, manage your account.

- Our Company does not share your data with any partner, or any other companies, so that they may offer you their products and services, unless you ask us to make a finance application for our products or services.
- When Our Company processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

### **How do we store your data?**

Our Company securely stores your data at on our server at our head office, Rawson Spring Way Sheffield, S6 1PG (0114) 3995537. Our server uses anti virus software, secure links, both hardware & software firewalls to protect your data.

Our company will not store any payment details like bank account, credit or debit card details & will only be used at the point of processing your payment, or making an application for finance.

### **Data Retention Policy**

Our Company will keep your name, address, telephone number & any relevant emails for warranty purposes and product matching (e.g. ensuring further products relate to the existing products you have purchased) for an indefinite period, unless you request them to be deleted / destroyed.

Any other data other than the above that is not relevant to us (e.g. not for financial / accounting purposes) will be security destroyed according to the requirements on the UK data protection act.

### **Marketing**

Our company will not use any of your details for marketing purposes, or contact you other than to help process any quotes or orders, or to notify you of any product recalls.

### **What are your data protection rights?**

Our Company would like to make sure you are fully aware of all of your data protection rights.

#### ***Every user is entitled to the following:***

**The right to access** - You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** - You have the right to request that Our Company correct any information you believe is inaccurate.

You also have the right to request Our Company to complete information you believe is incomplete.

**The right to erasure** - You have the right to request that Our Company erase your personal data, under certain conditions.

**The right to restrict processing** - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

**The right to object to processing** - You have the right to object to Our Company's processing of your personal data, under certain conditions.

**The right to data portability** - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [care@sko.me.uk](mailto:care@sko.me.uk)  
Call us at: (0114) 3995537

Or write to us: Sheffield Kitchen Outlet Ltd, Rawson Spring Way, Sheffield, S6 1PG

## **What are cookies?**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.  
For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## **How do we use cookies?**

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Knowing you are a return visitor
- Displaying our social media feeds

## **What types of cookies do we use?**

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

## **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## **Privacy policies of other websites**

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## **Changes to our privacy policy**

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 22nd July 2023.

## **How to contact us**

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

email: [care@sko.me.uk](mailto:care@sko.me.uk)

Call us at: (0114) 3995537

Or write to us: Sheffield Kitchen Outlet Ltd, Rawson Spring Way, Sheffield, S6 1PG

## **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Address :-

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 0303 123 1113