

Customer Privacy Statement

We take customers' privacy seriously and will only use personal information to administer and handle all aspects of your account including providing the products and/or services you order from us. When we receive personal information from you that enables us to provide you with the requested product and/or service, your consent to allow us to use and deal with that personal information in a reasonable manner is we believe implied. The confidentiality and security of customers' personal information is protected with safeguards – physical, electronic and procedural – appropriate to the sensitivity of the information. We may utilise the services of a credit insurance company to assist with the setting of an appropriate credit limit. We will never release your personal information to anybody else for any other purpose without your consent unless required to do so for example by law, in the course of legal proceedings or in order to pursue debt recovery.

To ensure that we carry out your instructions accurately, to help us to continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us. Call recording may protect the interests of both parties in the event of anything contentious about the products and/or services supplied including delivery instructions and prices.

In the interests of security we may use CCTV recording equipment around our premises.

We will retain your details for an appropriate period. You have the right to ask us for a copy of the personal data we hold about you. To make a "Subject Access Request" please write to our Data Protection Controller (DPC) at Skene House, Glenrothes, KY6 2RD. If any of the information we hold about you is inaccurate please contact our DPC at the same address.