

This website is operated by Sound Advice Acoustics Ltd. We take your privacy very seriously therefore we urge to read this policy very carefully because it contains important information about us and:

- the personal information we collect about you, our users
- what we do with your information, and
- who your information may be shared with

Who we are

Sound Advice Acoustics Ltd ('we' or 'us') are a 'data controller' for the purposes of the Data Protection Act 1998, (ie we are responsible for, and control the processing of, your personal information).

Information we collect

a) Personal information you provide to us

We collect the following personal information that you provide to us:

Name, Business or Private Address, E-Mail Address, Telephone Numbers etc.

Some examples of when we collect this information include:

E-mails
Phone Calls
Text Messages

b) Personal information provided by third parties

We may receive information about you from other sources. This information may include:

Credit Information, Financial Details etc

We will add this information to the information we hold about you for the following purposes:

Unit 2 West Links, Tollgate, Chandlers Ford, Hampshire, SO53 3TG



0800 180 4005



023 8025 4774



info@soundadviceacoustics.co.uk

VAT Number 837 5774 82 Company Number 4991799



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To check customer creditworthiness. To check for possible fraudulent activity. To confirm the clients age and address. To improve and personalise our service

c) Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

shall consent on their behalf to the processing of their personal data;
shall receive any data protection notices on their behalf; and
shall consent on their behalf to the transfer of their personal data abroad.

How we use the information we collect

We collect information about our users for the following purposes:

Identify you and manage any accounts you hold with us. Process your order. Conduct research. Statistical Analysis and Behavioural Analysis. Carry out customer profiling and analyse your purchasing preferences etc,

Who your information may be shared with

We may share your information with:

Credit reference agents in accordance with our credit checking policy below

Law enforcement agencies in connection with any investigation to help prevent unlawful activity

Credit checking

We may do a credit check on you so that we can make credit decisions about you and members of your household, and to prevent and detect fraud and money laundering. Any such search will be recorded on the files of the credit reference agency.

We may also disclose information about how you conduct your account to credit reference agencies and your information may be linked to records relating to other people living at the same address with whom you are financially linked.

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Other credit businesses may use your information to:

- make credit decisions about you and the people with whom you are financially associated
- trace debtors, and
- prevent and detect fraud and money laundering

If you provide false or inaccurate information to us and we suspect fraud, we will record this. If you want to see your credit file, please contact the credit reference agency which we use The Credit Protection Agency.

Keeping your information secure

We will use technological and organisation measures to keep your information secure.

However, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

What rights do you have?

Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or it, please:

- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information you want a copy of, including any account or reference numbers, if you have them

We may ask you to pay a fee before sending this information to you.

Right to correct any mistakes in your information

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You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

- contact us using the contact details below
- let us have enough information to identify you (eg account number, user name, registration details), and
- let us know the information that is incorrect and what it should be replaced with

Right to ask us to stop contacting you with direct marketing

You can ask us to stop contacting you for direct marketing purposes. If you would like to do this, please:

- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you only (for example, you may be happy for us to contact you by email but not by telephone)

From time to time we may also have other methods to unsubscribe from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

Changes to the privacy policy

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

Contacting us

If you have any questions about this policy or the information we hold about you, please contact us by:

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e-mail: Info@soundadviceacoustics.co.uk

post:

2 West Links, Tollgate, Chandlers Ford, Hampshire, SO53 3TG

, or

telephone: 023 8064 1357

Calls will be answered at the following times:

Monday to Friday 9am - 5pm


We may record calls for quality and training purposes.

Document Owner and Approval

The GDPR Owner is the owner of this document and is responsible for ensuring that this record is reviewed in line with the review requirements of the GDPR.

A current version of this document is available to all members of staff at Sound Advice Acoustics Ltd including non-executive Directors and Shareholders.

Signature:

 MR B SCRIVENER

Date: 24.05.2018

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	BS	24.05.2018

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