

## Privacy Policy

### 1. Information and General

1.1. We are committed to safeguarding the privacy of our website visitors. This policy sets out how we will treat your personal information and what we will use your information for.

### 2. Who are we?

2.1. We are a group of independent Timber and Builders Merchants operating in the United Kingdom. We have seven companies which are listed below and work in accordance with this privacy policy.

- Joseph Parr Limited
- Joseph Parr (Alco) Limited
- Parr Rochdale Limited
- The Builders Supply Company Limited
- W + HS Emerys Limited also trading as 'Emerys'
- Joseph Parr (Middlesbrough) Limited also trading as 'Joseph Parr (Tyne and Wear)'
- Joseph Parr (Northants) Limited

### 3. What Information will you collect about me?

3.1. We may collect, store and use the following kinds of personal information:

- Information about your computer and about your visits and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, the length of visit, the pages you view and how you navigate the website).
- Information relating to any transactions carried out between you and us on or in relation to this website, including information relating to any purchases you make of our goods or services which you provide us.
- Information that you provide to us for the purpose of registering with us.
- Information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters.
- Any other information that you choose to send to us.

3.2. Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with the terms of this privacy policy.

3.3. Personal information submitted to us via this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

### 4. Information for Publication

4.1. Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the license you grant to us.

### 5. Updating information

5.1. Please let us know if the personal information which we hold about you needs to be corrected or updated.

### 6. How will my information be used / Why would I be contacted?

6.1. We may use your information to administer or tailor the website to user needs.

6.2. Enable your use of the services available on the website.

6.3. Send you goods purchased via the website, and supply to you services purchased via the website.

6.4. Send statements and invoices to you, and collect payments from you.

6.5. Send you general (non-marketing) commercial communications.

6.6. Send you email notifications which you have specifically requested.

6.7. Provide third parties with statistical information about our users – but this information will not be used to identify any individual user.

6.8. Deal with enquiries and complaints made by or about you relating to the website.

6.9. Keep the website secure and prevent fraud.

6.10. Verify compliance with the terms and conditions governing the use of the website (including monitoring private messages sent through our website private messaging service).

### 7. Security of your personal information

7.1. We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

- 7.2. We will store all the personal information you provide on our secure (password- and firewall-protected) servers.
- 7.3. All electronic transactions entered into via the website will be protected by high security passwords and held on secure servers.
- 7.4. You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

8. Online Shop Payments

- 8.1. Our financial transactions are handled through our approved payment services providers. We will share information only to the extent necessary for the purposes of processing payments you make, refunding such payments and dealing with complaints and queries relating to such payments and refunds. Card details entered onto our websites shall be processed in accordance with PCIDSS.

9. Will I be contacted for marketing?

- 9.1. We may send you our newsletter and other marketing communications relating to our business by post or, by email or similar technology. You can inform us at any time if you no longer require marketing communications by simply opting out of marketing or sending us an email.

10. Third Party Marketing

- 10.1. We will not, without your express consent, provide your personal information to any third parties for the purpose of direct marketing.
- 10.2. We will not sell your information to marketing agencies.

11. Will the Joseph Parr Group share my information with anyone else?

- 11.1. We may disclose your personal information to any of our employees, officers, agents, suppliers or subcontractors as deemed reasonably necessary for the purposes set out in this privacy policy.
- 11.2. We may disclose your personal information to any member of our group of companies.
- 11.3. To the extent that we are required to do so by law;
- 11.4. In connection with any ongoing or prospective legal proceedings.
- 11.5. In order to establish, exercise or defend our legal rights, including providing information to others for the purposes of fraud prevention and reducing credit risk.
- 11.6. To the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling.
- 11.7. To any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.
- 11.8. Except as provided in this privacy policy, we will not provide your information to third parties.

12. What if I am a child or a young person?

12.1. Under 18 years old.

- 12.2. We understand and appreciate that there are very many young people who are interested in construction and building materials. We also receive CV's and newsletter requests from young people.
- 12.3. It is our policy not to accept and store the details of people who are under the age of 18 years old for the use of marketing.
- 12.4. If at any point a person of less than 18 years old would like to make a purchase from us we may ask for a parent or guardian / or in the case of an apprentice worker, a line manager, to authorise that it is acceptable to sell materials to this young person.
- 12.5. There are certain items that will not be sold to a young person or child – even with parental consent.
- 12.6. In the case of personal details in the form of a CV or letter from school leavers for prospective work such as holiday work we shall decide on a case by case basis and in the event that we have no position available we will destroy your details.

12.7. Children under the age of 13 years old.

- 12.8. We would ask that if you are under 13 years old you do not place an order with us or sign up to our newsletter without permission from an adult. An adult is someone who is over 18 years old.
- 12.9. If we find that you are under 13 years we may ask to speak to your parents or guardian to make sure that it is ok for you to visit our website. Our website and social media channels are not intended to be used by children.

12.10. Parents and Guardians.

- 12.11. We know many parents and guardians monitor the activities and interests of your children and young people have both on and off-line. We may contact you to discuss any use of our website by a child or young person in your care.

12.12. Please be advised we do not allow advertisements or association of graphic materials or adult materials on our website however the internet can be hacked and we would therefore stress that the use of our website and third party linked sites should be supervised at all times.

12.13. We cannot take responsibility for the web content of any of our suppliers, customers or third party links or our social media channels.

13. How long will my information be kept?

13.1. Joseph Parr Group or any member of our subsidiaries may store your personal information in accordance with legislation and our internal and external auditing procedures.

13.2. Open files may be kept as long as they are required.

13.3. When a file is cleared or deemed closed it may then be kept for an additional 6 year period in keeping with common law, the statute of limitations and the GDPR regulations.

14. Can I find out what information Joseph Parr Group has about me?

14.1. You may instruct us to provide you with any personal information we hold about you. Provision of such information will be subject to an administration fee and you should submit a request to our Data Protection Officer – Kirsty Young.

14.2. In addition to the administration fee we would request the supply of appropriate evidence of your identity for this purpose.

14.3. We may withhold such personal information to the extent permitted by law.

14.4. You may instruct us not to process your personal information for marketing purposes, by sending an email to us.

14.5. In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

15. Information about Cookies.

15.1. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

15.2. We may use cookies on any of our websites.

15.3. By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

15.4. Your privacy settings on your internet browser can be used to limit the publication of your information on the website. Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third party cookies, you change these settings using your 'internet settings' or 'internet options'.

16. How does our company use Cookies?

16.1. Session cookies may be used to: keep track of you whilst you navigate the website; keep track of items in your shopping basket; prevent fraud and increase website security.

16.2. Persistent cookies may be used to: enable our website to recognise you when you visit when you select the 'remember me' function in our online shop.

17. 3<sup>rd</sup> Party Cookies and how they affect me.

17.1. The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites. We cannot be held responsible for the safety of any external links.

18. Changes to the Privacy Policy

18.1. We may update this privacy policy from time to time by posting a new version on our website. You should check our terms and conditions webpage occasionally to ensure you are happy with any changes.

19. Who do I contact if I have a question?

19.1. If you have any questions about this privacy policy or our treatment of your personal information, please write to us by post:

For the Attention of: Kirsty Young  
Joseph Parr Group  
Management Services Consultant and Data Protection Officer.  
Address: Dunnings Bridge Road, Bootle, Liverpool, L30 6UU  
Email: Kirsty.young@josephparr.co.uk