



Floors by Jen

Privacy Policy Floors by Jen Ltd.

1. Introduction.

At **Floors by Jen Ltd.**, we are committed to protecting and respecting your privacy. This GDPR Statement explains how we collect, use, and protect your personal data in compliance with the General Data Protection Regulation (**GDPR**).

2. Data Controller.

Floors by Jen Ltd. is the data controller responsible for processing personal data collected through our website www.floorsbyjen.co.uk. If you have any questions, you can contact us at the below address.

15 St Leonard Street

Lanark

Lanarkshire

Scotland

ML11 7AB

Email: sales@floorsbyjen.co.uk

3. Personal Data We Collect.

We may collect and process the following types of personal data.

- Name, email address, phone number, and postal address.
- Payment details for transactions.
- IP address, browser type, and device information.
- Communication preferences and correspondence history.

Floors by Jen Ltd.

15 St Leonard Street, Lanark, Lanarkshire, Scotland, ML11 7AB

Company Registered in Scotland No: SC822433 | **Email:** sales@floorsbyjen.co.uk



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4. How We Use Your Data.

We process personal data for the following purposes.

- To fulfil orders and provide requested services.
- To communicate with customers about orders, promotions, or company updates.
- To improve our website and customer experience.
- To comply with legal and regulatory requirements.

5. Legal Basis for Processing.

We process personal data based on one or more of the following legal grounds.

- Your consent.
- The necessity of processing for contract fulfilment.
- Legal obligations requiring data processing.
- Our legitimate interests, such as improving our services and marketing.

6. Data Sharing and Transfers.

We do not sell personal data to third parties. However, we may share data with trusted service providers (e.g., payment processors, delivery companies) where necessary. If data is transferred outside the **UK** or **EEA**, we ensure appropriate safeguards are in place.

7. Data Retention.

We retain personal data only for as long as necessary to fulfil the purposes outlined in this statement or comply with legal obligations.

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8. Your Rights.

- Under **GDPR**, you have the following rights.
- The right to access, correct, or delete your data.
- The right to withdraw consent for data processing.
- The right to data portability.
- The right to object to processing or request restriction of processing.
- The right to lodge a complaint with the Information Commissioner's Office (**ICO**).

9. Security Measures.

We take appropriate technical and organisational measures to safeguard personal data from unauthorised access, loss, or misuse.

10. Updates to This Statement.

We may update this **GDPR** Statement from time to time. Any significant changes will be communicated on our website.

For further information or to exercise your data rights, please contact us at sales@floorsbyjen.co.uk.