

privacy policy



1. about this policy

flatpack**monkey**.com is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. this policy outlines how we aim to achieve this and includes the information collected when:

- you use our website (www.flatpackmonkey.com)
- you make enquiries via our website
- someone is interested in working with us

by using our website, you therefore consent to the collection and use of your personal information by us as detailed in this privacy policy.

2. definition of personal data

personal data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case, it means personal data that you give to us via our site.

by providing your personal data, you agree that we can use your personal data in accordance with this policy.

ensure you understand this policy in its entirety and take your time to read it.

3. who are we?

flatpack**monkey**.com is an independent business providing flatpack assembly throughout **devon & cornwall**.

our main trading address is: flatpack**monkey**.com 30 ferris town, truro, cornwall tr1 3jj

4. how do we collect information from you?

we collect information from you:

- when you make an enquiry
- when you browse our website (see our cookie policy)
- when you leave feedback or a review

5. what type of information is collected from you?

when you make an enquiry, you will be asked to submit personal information. we collect this information, so we can fulfil your quotation and provide you with the best level of service.

when you contact us, flatpack**monkey**.com collects information such as:

- your name
- your address
- your phone numbers
- your email address (used for quoting, confirmation and communication emails)
- any message/ comments/ feedback you submit

6. how is your information used?

our use of your personal data will always have a lawful basis, either because it is necessary to complete a enquiry/ quotation, because you have consented to our use of your personal data (e.g. by emails), or because it is in our legitimate interests.

we require the information outlined in the previous section to understand your needs and provide you with a better service, and for the following reasons:

- internal record keeping
- sending you service emails (quoting, booking confirmation, feedback and assembly reminders)
- improving our products and services

we may use the information to customise the website according to your interests.

7. who has access to your information?

we employ a range of technologies to protect the information maintained on our systems from loss, misuse, unauthorised access or disclosure, alteration, or destruction. we will not sell, distribute, or lease your personal information to third parties. any personal information we request from you will be safeguarded under current legislation.

we will endeavour to take all reasonable care, in so far as it is possible to do so, to keep your information secure, but, in the absence of negligence on our part we cannot be held liable for any loss if a third party procures unauthorised access to any data we hold.

you may choose to restrict the collection or use of your personal information at any point. please refer to the 'your choices' section of this privacy policy for details.

8. how and where do we store data?

all information collected from users of this site is owned solely by "flatpack**monkey**.com". we only keep your personal data for as long as we have your permission to keep it, in order to use it as described in this privacy policy.

9. your choices

we will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. we will not pass your details to any third parties. furthermore, you can change your marketing preferences at any time by contacting us by email at: hello@flatpackmonkey.com.

you have a right to request a copy of the personal information that flatpack**monkey**.com holds about you and have any inaccuracies corrected. any such requests should be made by email to: hello@flatpackmonkey.com.

you have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it. we do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

10. changes to this statement

flatpack**monkey**.com will occasionally update this privacy policy to reflect company and customer feedback. flatpack**monkey**.com encourages you to periodically review this statement to be informed of how flatpack**monkey**.com is protecting your information. this policy was last updated in **april 2019**.

11. contact information

flatpack**monkey**.com welcomes your comments regarding this privacy policy. If you believe that flatpack**monkey**.com has not adhered to this privacy policy, please contact us and we will aim to use commercially reasonable efforts to promptly determine and remedy the problem.

if you have a question or query in respect of the information collected on this website, please email us at: hello@flatpackmonkey.com