

PRIVACY POLICY

This privacy policy tells you what to expect when KC Carpets & Flooring collects personal information that you provide to us.

Visitors to our websites

When someone visits <http://www.kccarpetsandflooring.com> we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns.

We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Search Engines

Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either KC Carpets & Flooring or any third party.

Email Marketing

We use a third-party provider, iContact, to deliver our email marketing. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-marketing activity. For more information, please see iContact's privacy notice.

Cookie Policy

This website uses cookies. By using this website and agreeing to this policy, you consent to KC Carpets & Flooring' use of cookies in accordance with the terms of this policy.

Cookies are files sent by web servers to web browsers and stored by the web browsers.

The information is then sent back to the server each time the browser requests a page from the server. This enables a web server to identify and track web browsers.

There are two main kinds of cookies: session cookies and persistent cookies. Session cookies are deleted from your computer when you close your browser, whereas persistent cookies remain stored on your computer until deleted, or until they reach their expiry date.

We use the following cookies on this website, for the following purposes:

Make login faster to our website by remembering your login details

Make the page load quicker by sharing the workload across computers

Ensure our website pages are optimised for your browser or device by giving us technical information about the device or browser you are using Google cookies

Security & Performance

We use a third-party service to help maintain the security and performance of the KC Carpets & Flooring website. To deliver this service, it processes the IP addresses of visitors to the website.

Contact Forms

Should you choose to contact us using a contact form on our website or an email link, the data will be collated into an email and sent to us over the Simple Mail Transfer Protocol (SMTP). We use a third-party service which encrypts the email content using SHA-2, 256-bit cryptography before being sent across the internet. The email content is then decrypted by our local computers and devices.

Social Media

If you send us a private or direct message via social media the message will be stored within our password protected account. It will not be shared with any other organisations.

Emails

We use a third-party provider to encrypt and protect our email traffic. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Access to Personal Information

KC Carpets & Flooring tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request'. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to KC Carpets & Flooring for any personal information we may hold, you need to put the request in writing addressing it to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us via the address below.

Links to other websites

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 14 March 2018.

How to contact us

If you want to request information about our privacy policy, you can [email us](#) or write to:

KC Carpets & Flooring
7 Didcot Road,
Nuffield Industrial Estate,
Poole,
Dorset, BH17 0GD