

Privacy Policy

1. Introduction

Welcome to **Wall 2 Wall Carpets & Flooring**

We respect your privacy and are committed to protecting your personal data. This privacy policy explains how we collect, use, and protect your information when you interact with us whether online, by phone, in person, or through our website www.wall2wallcarpets.co.uk.

2. Who We Are

Company Name: Wall 2 Wall Carpets & Flooring

Address: 294 Chorley Old Road, Bolton

Email: info@wall2wallcarpets.co.uk

Phone: 01204 303333

We provide carpet, vinyl, laminate, and flooring products and installation services to residential and commercial customers in [insert region].

3. Information We Collect

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

- Contact information: name, address, email, and phone number.
 - Transaction details: information about the products and services you purchase.
 - Payment information: processed securely via our payment providers.
 - Communication data: emails, messages, or calls between you and our team.
 - Website usage data: cookies, IP address, browser type, and pages visited.
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4. How We Use Your Information

We use your information to:

- Provide products and services you request.
 - Process quotes, orders, and payments.
 - Arrange delivery and installation.
 - Communicate with you about your order or enquiry.
 - Improve our services and website experience.
 - Send marketing communications (only if you have opted in).
 - Comply with legal or regulatory obligations.
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5. Legal Basis for Processing

We process your data based on one or more of the following grounds:

- **Contractual necessity:** to fulfil your order or provide requested services.
 - **Legal obligation:** to comply with tax, accounting, or regulatory requirements.
 - **Legitimate interests:** to manage our business operations and improve customer experience.
 - **Consent:** where you have explicitly agreed (e.g., for marketing emails).
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6. How We Protect Your Data

We take appropriate security measures to protect your personal information from loss, misuse, unauthorised access, disclosure, alteration, or destruction. Access to personal data is restricted to employees and contractors who need it to perform their duties.

7. Data Sharing and Disclosure

We do **not** sell your personal data.

We may share limited data with trusted third parties such as:

- Payment processors and financial institutions.
- Delivery and logistics providers.
- IT and website service providers.
- Professional advisors (e.g., accountants, insurers).

All third parties are required to keep your data secure and use it only for the agreed purpose.

8. Data Retention

We will only keep your personal data for as long as necessary to fulfil the purposes we collected it for, including any legal, accounting, or reporting requirements. Typically, this means retaining records for up to **6 years** after your last transaction.

9. Your Rights

Under data protection law, you have the right to:

- Access the personal data we hold about you.
- Request correction of any inaccurate data.
- Request deletion of your personal data.

- Object to processing or request restriction.
- Withdraw consent (where applicable).
- Lodge a complaint with the **Information Commissioner's Office (ICO)**.

For any requests, please contact us at info@wall2wallcarpets.co.uk

10. Cookies and Website Analytics

Our website may use cookies and analytics tools to improve your browsing experience and understand visitor behaviour.

You can manage or disable cookies through your browser settings. See our **Cookie Policy** for more information (if applicable).

11. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The latest version will always be available on our website.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact:

 info@wall2wallcarpets.co.uk

 **01204 303333**

 **Wall 2 Wall Carpets, Unit 2A Central Retail Park, Manchester Road, Bolton, BL2 2HQ**