



PRIVACY POLICY

MORGANS GROUP

MORGANS GROUP | SALES@MORGANSLTD.COM



SUMMARY

The Morgans Group are committed to safeguarding and preserving the privacy of our website visitors. Our Privacy Policy explains what happens to any personal data that you provide to us.



INTRODUCTION

We, the Morgans Group, are committed to protecting your privacy during your visits to the Morgans Group website and recognise our responsibility to keep the information you provide to us confidential at all times.

We protect your personal information on the Internet to an equally high standard that you would experience through any other channels that we may interact with you, e.g. in our showrooms, over the phone or during home visits.

COOKIES

The cookies used on the Morgans Group website do not include any information that others could read and understand about you, such as your name or contact details.

Cookies are small files of letters and numbers that contain information which we store on your browser or the hard drive of your computer/device if you agree. Using Cookies helps us make our website easier to use, supports the provision of information and functionality to you and provides us with information about how you use our website to ensure that we can continue to improve its performance. We also use cookies for marketing purposes to help ensure that any advertising you receive from us is relevant to your interests. This practice is strictly adhered to. We know that people have concerns about cookies, but we believe that the benefit we both gain from their proper use is worthwhile. You can delete the files that contain cookies - those files are stored as part of your Internet browser.

ENQUIRY INFORMATION

When you apply for a product or service on the Morgans Group website, you will be asked for personal information that is needed to process your application.

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- Our representatives will follow up your specific request, either by e-mail, phone or mail, as part of our customer care procedures.
- We may periodically send targeted and relevant promotional information about products you have specifically enquired about (and therefore demonstrated an intent to purchase) from Morgans. This may include special offers or other information which we think may help you to achieve your home improvement objectives, using the contact details you provided by requesting information from us.
- You have the right to request that no further marketing information is sent to you, and we will always provide a clear option to do this.

This website is not intended for children, and we do not knowingly collect Personal Data relating to children.

For your protection we will also:

- Not hold more information about you than is required for the purposes for which it is being processed.

- Your information will not be held for longer than two years if you have enquired only (and not purchased from the Morgans Group).
- If you are a customer who has made a purchase from the Morgans Group, we are required as a minimum to hold your customer data for the lifetime of the warranty on your purchase and unless you request for your information to be removed, we will continue to hold your data on our system for up to 40 years. This is because the data we hold will be relevant should you wish to update your home improvements in the future and we may require the original/specific details of your installation.
- Take reasonable endeavours to ensure that any information about you is accurate and kept up to date.
- Process your information in accordance with your rights under the General Data Protection Regulation (GDPR) 2018.

USE OF WEBSITE

- The information provided on this website or in any communication containing a link to this site is for personal use and information purposes only and is not intended for distribution to, or use by, any person or entity in any jurisdiction in any country where such distribution or use would be contrary to law or regulation or which would subject any member / dealer of the Morgans Group to any registration requirement within such jurisdiction. Where any opinions are expressed on this website, they are provided by the Morgans Group for personal use and for information purposes only.
- Unless otherwise stated on the product pages, the services and products on this website are intended for use by residents of the United Kingdom only, and are not aimed at or intended for use by residents of any other jurisdiction.
- Where any information on this website constitutes a financial promotion, it is issued and approved for publication and distribution in the UK only.
- The information you provide on our online forms will be used to process your request quickly and accurately.

YOUR INDIVIDUAL RIGHTS

Under the General Data Protection Regulation (GDPR) 2018 'Right for Information' – you are entitled at any time to:

- be informed about the processing of your personal data
- rectification if your personal data is inaccurate or incomplete (requests to amend data will be processed within one month)
- access to your personal data and supplementary information, and the right to confirmation that your personal data is being processed
- erasure by having your personal data deleted or removed on request where there is no compelling reason for Morgans Group to continue to process it (requests to have your data deleted will be processed within one month)
- restrict processing of your personal data
- data portability of your personal data for your own purposes
- object to the processing of your personal data for direct marketing, scientific or historical research, or statistical purposes. You have the right to 'opt out' of receiving any marketing or promotional material from Morgans Group at any time.

Please visit <https://ico.org.uk/for-the-public/> for more information regarding your personal data protection rights.

HOW TO LODGE A COMPLAINT

Please contact Morgan's Head Office in writing (using the address below) with any enquiries relating to the collection, storage, transfer or deletion of your personal data collected via this website.

Morgans of Oswestry

Mile End Industrial Estate

Oswestry

Shropshire

SY10 8NN

EXCLUSION OF LIABILITY

These 'Exclusion of Liability' provisions should be read carefully as they exclude or limit our legal liability in connection with your use of this website. Nothing in these T&C's shall attempt to exclude liability that is not permissible to exclude under applicable law, including without limitation, for fraudulent misrepresentation.

Access to and use of this website is at the user's own risk and we do not warrant that the use of this website or any material downloaded from it will not cause damage to any property, or otherwise minimise or eliminate the inherent risks of the internet including but not limited to loss of data, computer virus infection, spyware and malicious software. Also, we accept no liability in respect of losses or damages arising out of changes made to the content of this website by unauthorised third parties.

To provide increased value to users of this website, we may provide links to other websites or resources (that are not part of the Morgans Group) for you to access at your sole discretion. You acknowledge and agree that, as you have chosen to enter the linked website we are not responsible for the availability of such external sites or resources, and that we do not review or endorse and shall not be responsible or liable, directly or indirectly, for (i) the privacy practices of such websites, (ii) the content of such websites, including (without limitation) any advertising, content, products, goods or other materials or services on or available from such websites or resources or (iii) the use that others make of these websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such advertising, content, products, goods or other materials or services available on such external websites or resources.

CHANGES TO THIS WEBSITE

The contents of this website, including these terms and conditions of use, are subject to change by us without notification. Additionally, the Morgans Group shall not be obliged to remove any outdated information from the website or to expressly mark it as being outdated.