



Privacy Notice

KeysCutNow Privacy and usage document is reviewed and amended annually. The latest version will be available from the website www.keyscutnow.co.uk or via request of email to sales@keyscutnow.co.uk

KeysCutNow can be found at 1 Pelham Street, Ilkeston, DE7 8AR. We are a family run UK based company based in the midlands; we cut thousands of keys yearly for domestic and commercial purposes - we offer hands on locksmith support, in store help and online key cutting.

Government laws state that businesses must be transparent with the use of data, who we are, how we collect, store use and share personal information. This document aims to explain what information KeysCutNow hold and how we use this information - if you have any questions surrounding your data that you don't believe is covered in this policy please contact us via e-mail (sales@keyscutnow.co.uk).

Who We Are

KeysCutNow is a trading name for a replacement key company operating in Derbyshire, England. This privacy notice related to your use of our website keyscutnow.co.uk and your orders with us. We collect, use and are responsible for certain personal information about you - when we do use your personal data we are regulated under the GDPR regulations which apply to all companies across the European Union.

Our Data Collection

We only collect information when you place an order through the website keyscutnow.co.uk, this information is provided at the secure checkout. This data is collected to confirm, complete and ship your orders. We collect this data as a necessary contract.

This data may be used to fulfil our tax and accounting obligation; to contact or notify you about matters relating to your order or changes to this. These are fulfilled on a legal obligation where we use your personal information to comply with law.

We may use information you have given us to share reviews, address questions or resolve comments about us or our service. We encourage feedback and discussion to promote our website to potential customers and improve our quality of service. This information is based on a legitimate interest.

Who We Share Data With

Your personal data may be shared with payment collection companies for the purpose of processing payments for your goods.

We will share personal information with the law enforcements or other authorities if requested, and only in accordance of applicable laws.

In the event that KeysCutNow is sold as a business, the collected data will be passed on to the new company as an asset.

We may be under duty of disclosure of your personal data to comply with legal matters, or in order to enforce or apply our terms of supply and other agreements.

Cookies

A cookie is a text file which is placed on your device when you use our website. We use cookies on our website to help us recognise you and your device and store some information about your past preferences, interests or past actions. This information is not used by us for any marketing or other uses - only to improve your experience.

Your Rights

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

Keeping Your Information Safe

Keeping your personal information safe is important to us. We only retain your data for as long as necessary for the purposes stated above. Key codes are not stored once an order

has been fulfilled and dispatched this delicate information is deleted.

We have appropriate security measures in place to prevent personal information being lost, stolen or used in an unauthorised way. Personal information is kept on a need to know basis and is not widely accessible within the business. Those processing your data will only do so in confidence and an authorised manner.

We will contact you immediately if we suspect and data security breach where we are legally required to do so.

Complaints

The General Data Protections Regulation gives you the right to lodge complains with a supervisory authority. The supervisory authority in the UK is the Commissioner who may be contacted on 0303123113.

If you have a complaint, please contact us in the first instance and we endeavour to resolve any issues about your information as quickly as possible.