

PRIVACY POLICY

This website is operated by DorJam Ltd.

Dorjam Ltd registered office is at Stag House, Old London Road, Hertford, Hertfordshire SG13 7LA under company registration no. 4253473.

This Privacy policy applies to personal information about:

- Visitors to our website
- Customers who purchase goods or services or create an account with us.
- Our suppliers.

Website Visitors: You may visit and browse our website without providing your name or contact details.

We do not use cookies and we do not capture your details whilst browsing.

You may choose to contact us by sending a message where you can provide the following:

- Name
- Email address
- Telephone number
- Enquiry

Telephone Calls: No calls are recorded

We collect information in the following ways:

- A contact made via post, email or telephone where you provide any personal data.
- Customer application form.
- Message sent via our website

Customers: Personal information we collect about you and how we use it:

We may use your personal information in the following ways:

- To respond to your enquiries.
- To process your order and to follow up on orders that are not completed.
- To manage your credit accounts (if applicable) including carrying out credit checks.
- To manage deliveries, returns and refunds.
- To deal with enquiries and complaints.
- For claims management and insurance purposes.
- For record keeping purposes.

Suppliers: The personal information we collect about you and how we use it:

- For order processing and management.
- To manage deliveries and returns.
- For product liability purposes.
- To manage your account.
- For making payments.
- For supply chain management.
- To deal with enquires.
- For claims management and insurance purposes.
- For record keeping purposes.

Retention:

We will retain your personal information for as long as needed for the legitimate business purposes as described above.

If you make a one off purchase, we will retain records of your transaction for 7 years. If you are an account customer or supplier, we normally keep records for 7 years after the closure of your account or your last purchase. In all cases this is for accounting and tax purposes.

Working with service Providers:

We engage service providers to run our website and IT systems and to conduct credit checks. We also work with a number of suppliers who provide products and services to us.

We only provide these companies with the information they need to deliver the goods or service required.

Sharing or Disclosing your personal information:

We do not share or disclose any of your personal information without your consent, other than purposes specified in this notice nor where there is a legal requirement.

Safeguarding Measures:

Dorjam Ltd takes your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We have security measure in place including firewalls and antivirus software.

Links to other websites:

Links may be provided on our website to other websites that are not operated by us. If you use these links, you will leave our website and you should note that we do not have control over these sites and therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites.

Your Rights:

You have the right to access any personal information that Dorjam Ltd processes about you and to request information about:

- What personal data we hold about you.
- The purposes of processing.
- The categories of personal data concerned.



doors • windows • stairs

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- The recipients to whom the personal data has/will be disclosed.
- How long we intend to store your personal data for.
- If we did not collect the data directly from you, information about the source.

If you would like to correct or update any data we have, you have the right to do so, and we will update/correct as quickly as possible unless there is a valid reason for not doing so.

If you have any queries about this privacy policy or wish to exercise your rights, please contact us by post to:

Dorjam Ltd
8 Chapel Pond Hill
Bury St Edmunds
Suffolk
IP32 7HT

Or email:

accounts@dorjam.co.uk

Or telephone:

01284 700468