

# Triton Showers – Privacy Notice – Customer Home Deliveries

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## **Who We Are**

Triton Showers (a division of Norcros Group (Holdings) Ltd) (*'we' or 'us' or 'our'*) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

Triton Showers' registered office is at Ladyfield House, Station Road, Wilmslow, Cheshire SK9 1BU and we are a company registered in England and Wales under company number 566694. We are registered on the Information Commissioner's Office Register of Data Controllers under registration number ZA028267 and act as the data controller. We can be contacted at Data Protection, Triton Showers, Triton Road, Shepperton Park, Nuneaton, Warwickshire, CV11 4NR

## **Information That We Collect**

Triton Showers processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than already specified in this notice.

### ***The personal data that we collect from you as a Home Delivery Customer of one our Business Partners is***

- Name
- Delivery Address

### ***We collect information in the below ways: -***

The company you placed an order with has passed us the data so that we can deliver it to your address. We will be acting as a data processor for the organisation that you place the order with.

## **How We Use Your Personal Data**

Triton Showers takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw consent at any time.

### ***The purposes and reasons for processing your personal data are detailed below: -***

We collect your personal data so that

- we can deliver your order to your preferred address
- we can meet our legal obligations for business accounting and tax purposes

## **Your Rights**

You have the right to access any personal information that we process about you and to request information about: -

- What personal data we hold about you

- The purposes of the processing
- The categories of personal data concerned
- 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 believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

### **Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. Triton Showers uses third-parties to provide the below services and business functions, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

#### **Carriers**

We may be obligated to use a carrier as specified by the company you placed your order with. In which case, we will provide that carrier with your name and address so that they can fulfil their obligations under this contract.

We use Royal Mail, APC / Streetwise and DPD to provide delivery services and will provide them with your name, address and telephone contact details.

For more information about Royal Mail, please read their Privacy Notice at <https://www.royalmail.com/privacy-policy>

We use APC / Streetwise to provide delivery services and will provide them with your name, address and telephone contact details.

For more information about APC / Streetwise, please read their Privacy Notice at <https://apc-overnight.com/site-information/privacy-policy/>

We use DPD to provide delivery services and will provide them with your name, address and telephone contact details.

For more information about DPD, please read their Privacy Notice at [https://www.dpd.co.uk/privacy\\_policy.jsp](https://www.dpd.co.uk/privacy_policy.jsp)

### **Safeguarding Measures**

Triton Showers takes your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: -

- SSL certificates to protect our websites
- Policies and Procedures covering
  - o Granting authorisation to systems and data under Triton's control
  - o Ensuring that employees leaving Triton have systems access removed immediately
  - o Deletion and / or anonymisation of your data
  - o Document retention periods
  - o Secure disposal of data held on all systems

### **Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to us, however, as this information is required so that we can provide our services to you and / or to allow us to pursue our legitimate interests, we may not be able to provide any services to you should you choose not to provide your information.

### **How Long We Keep Your Data**

Triton Showers only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations.

### **Lodging A Complaint**

Triton Showers only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Data Protection  
Triton Showers  
Triton Road  
Shepperton Park  
Nuneaton  
Warwickshire  
CV11 4NR  
Telephone: 024 7634 441  
Email: [dataprotection@tritonshowers.co.uk](mailto:dataprotection@tritonshowers.co.uk)

Information Governance department  
Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Web: <https://ico.org.uk/concerns/>