

Triton Showers – Privacy Notice – Email Contact

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 when you contact Triton using email is

- Name
- Email address

We may also collect and process any other personal data you pass in the email

We collect information in the below ways: -

When you send an email to a tritonshowers.co.uk, tritonshowers.com or triton.plc.uk email address.

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 to assist you with your enquiries.

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.

Microsoft

We use Microsoft Office 365 to provide email services. Microsoft may have access to the full content of an email, including any personally identifiable information you or we include in that email.

For more information about Microsoft, please read their Privacy Notice at <https://privacy.microsoft.com/en-us/privacystatement>

Datto

We use Datto to provide data backup of our email systems. Datto may have access to the full content of an email, including any personally identifiable information you or we include in that email.

For more information about Datto, please read their Privacy Notice at <https://www.datto.com/uk/privacy-policy>

Vipre

We use Vipre to manage the detection and handling of malicious email and email “spam”. Vipre will have access to the full content of an email, including any personally identifiable information you or we include in that email.

For more information about Vipre, please read their Privacy Notice at <https://global.vipre.com/privacy/>

Survey Monkey

We use Survey Monkey to conduct surveys and you may receive a link in an email inviting you to complete a survey. Survey Monkey will have access to your email address and any personally identifiable information you choose to provide.

For more information about Survey Monkey, please read their Privacy Notice at <https://www.surveymonkey.com/mp/policy/privacy-policy/>

Campaign Monitor

We use Campaign Monitor to perform mailouts to keep you informed of our products and services. We may pass your name and email address to Campaign Monitor.

For more information about Campaign Monitor, please read their Privacy Notice at <https://www.campaignmonitor.com/policies/#privacy-policy>

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 respond to your enquiry, 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

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/>