

Brown Knight & Truscott (BKT) Website Privacy Notice

At BKT we take your right to privacy seriously and want you to feel comfortable using our services at all times.

How we use your information

This privacy notice tells you what to expect when BKT collects personal information. It applies to information we collect about:

Visitors to our website

We do not hold any information about you other than contact details submitted by way of an online enquiry through this website. Any contact information you provide will be held by us on a secure database and is solely used to communicate with you on matters related to your enquiry and our services as outlined in this website. Your contact information will not be passed on to any third party.

Google Analytics

When someone visits www.bkt.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

WordPress

We use a third party service, WordPress.com, to publish [our website](#). This site is hosted at WordPress.com, which is run by Automattic Inc. We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. WordPress requires visitors that want to post a comment to enter a name and email address. For more information about how WordPress processes data, please [see Automattic's privacy notice](#).

Use of cookies by BKT

You can read more about how we use cookies on our [Cookies](#) page.

People who email us

We use Transport Layer Security (TLS) to encrypt and protect email traffic. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Customers / Clients

We collect information about you when you contact us for a quote or place an order for products and services. We also collect information when you voluntarily complete customer surveys and provide feedback. All information is held on a secure database.

We use this information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

Access to personal information

BKT tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulation 2016. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to BKT for any personal information we may hold you need to put the request in writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the address provided below.

Any information we hold about you is held in a secure database, with our Information Security audited regularly against the International Standard ISO 27001.

Your information will not be shared with a Third Party, unless we are required to by law.

Your rights

Under the General Data Protection Regulation 2016, you have rights as an individual which you can exercise in relation to the information we hold about you.

You have the right to access any personal information that BKT processes 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.

Complaints or queries

BKT tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of BKT's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

info@bkt.co.uk

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated February 2018.

How to contact us

If you want to request information about our privacy policy you can [email us](#) or write to:

Compliance Manager
BKT
North Farm Road
Tunbridge Wells
Kent
TN2 3BW