

MyWren's Privacy Policy

What is our privacy policy for?

When you visit our website, sign up to our newsletter or enquire about our services, we shall collect personal information about you and your company. This policy provides you with information about:

- What personal information we collect
- How and why we collect it
- How we protect it
- How you can access it

What personal information do we collect?

We collect personal information you voluntarily give us, for example when you submit your details on our Members Area, complete an online form to contact us or to register for our newsletter. This can include:

- Your full name
- Your email address
- Your company
- Your job title
- Your phone number(s)

We automatically collect other technical information when you visit our website too, including:

- Your IP address
- Login information
- Browser type and version
- Operating system
- Time zone
- Pages you have visited on our website
- Services you have searched for
- Page interactions
- Phone numbers used to call our team

How do we use your personal information?

We will only use your information to:

- Provide you with the best customer service we can
- Provide you with our member services on the website
- Administer your membership
- Administer your account requests
- Share your store location with prospective customers
- Provide any information you request
- Send you updates, including about the regulations and our products and services
- Ensure that our website present content in the most effective manner for you
- Validate your email address and confirm your eligibility to use our site
- Administer our site, including data analysis, research and statistics
- Allow you to participate in interactive features of our service
- Keep our site safe and secure

We may also share your information with trusted third parties including:

- Business partners, suppliers and sub-contractors where it is required for the performance of any products or services we provide you
- Analytics and search engine providers that help us improve our website

We will never sell your data or use it for purposes that are not related to our core business services. We may however disclose your information if:

- If we are required to do so under legal obligation or to enforce the terms of our agreements including contracts and terms and conditions

How long do we keep your personal information?

We only keep your data for as long as it is necessary for us to do so. The retention period can vary considerably, depending on the type of information and how we use it.

When we no longer require your personal information, and there is no need to retain it for regulatory or legal reasons, we will either delete it from our systems or depersonalise it so that you cannot be identified.

Opting out of communications

If you would prefer not to receive information from us, including our newsletter, information about new products and services or special offers, please email our team on sales@mywren.uk or 0333 772 9588. You can also opt out of our newsletter by clicking the unsubscribe button at the bottom of the email.

Data security protection

For the purpose of data protection legislation, the data controller is MyWren Ltd, company number 11173892 whose registered address is 2 Upperton Gardens, Eastbourne, East Sussex BN21 2AH.

How and what we collect

We collect information through web forms and via communications you send us using email or phone. We also collect information about how people use our website, so we can improve the website.

To meet legal and regulatory requirements and to ensure we meet high standards, we may monitor and record communications with you (including phone conversations and emails) for quality assurance purposes.

All information you pass to us is stored on secure servers and may be transferred to or stored at a destination outside of the European Economic Area (EEA). You agree to this by submitting information to us.

How to find out what data we have about you

You can email us at sales@mywren.uk

We will send you the information that you request within a maximum of 20 working days and we are happy to correct any inaccuracies that you inform us about.

Website security

We use secure SSL certification to encrypt all our web pages, including sensitive personal information that you enter in our web forms before it is then sent to us. We store and manage this information securely to prevent unauthorised access.

Identifying you as a customer

Trade customers with access to our members area will be required to use your login and password to gain access. This password is not available to our team and we ask that you do not share it.

What are cookies?

Cookies are files recorded in temporary Internet folders on your PC. They help us to understand how people use our website so that we can improve our services. Cookies record no personal data, can't read your hard disk, can't be used to create computer viruses, and can't fill up your hard drive. You can read more about cookies uses and risks on Wikipedia.

How we use cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

Email communications

Our business is paper-free, as far as is practically possible. As such we use email to communicate in writing as much as possible. In the case of marketing communications, we will always allow you to unsubscribe from this form of communication within the email itself.

Updating our privacy policy

We will update this privacy policy as required, indicating the date of change

Any questions?

Please contact us on 0333 772 9588 or email sales@mywren.uk if you have any questions relating to this privacy policy.