

A modern living room interior featuring a light-colored sofa with a striped throw blanket and a wooden side table.

COACH HOUSE

PRIVACY POLICY

This privacy policy explains how we use any personal information we collect about you.
Coach House is a privately owned Limited company.



TOPICS

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WHAT INFORMATION DO WE COLLECT ABOUT YOU?

The personal information we collect about you may include your name, address, telephone numbers, email addresses, company and VAT number, other company invoices and tenancy agreements. We also collect your IP address if you use our website. Some of this information is requested on our online trade application form, at trade shows, over the phone or by email after you have submitted a trade application request.

INFORMATION WE DON'T COLLECT/STORE

We do not store credit card or other payment information although we do take this information over the phone when taking payments. Payment information will be requested every time we require payment.

HOW WE USE YOUR INFORMATION

The information we collect is used to determine if you meet our criteria for becoming a trade customer, your personal information will assist us in identifying the following:

- To check companies house and confirm your business credentials
- We use tenancy agreements as evidence of your retail /business activities
- If you have ever held any previous accounts
- Where your company is located and operates from

We use your registered email address to contact you on a regular basis regarding your outstanding orders and other important communication which relates to the efficient running of your B2B trade account with Coach House.

We do not sell, distribute or lease your personal data to any third parties.

MARKETING

We occasionally send emails to registered trade business account holders at the address you have provided us with as part of the trade application process. Our emails will be relevant to the design, furniture and giftware industry and may include offers relating to upcoming trade shows.

You can choose not to receive these marketing emails at any time by either contacting us or clicking the unsubscribe link which will be on every email we send.

COOKIES AND OTHER WEBSITES

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information please visit www.aboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result. We may link to other websites from our website at www.coachhouse.com. This Privacy Policy only applies to the Coach House website and you should read the Privacy Policy of any other website that you visit.

HOW TO REQUEST/UPDATE THE INFORMATION WE HOLD ABOUT YOU

To find out what information we hold about you please contact us:

Phone: 01282 682666

Email: privacy@coachhouse.com

We may need to confirm your identity to receive your personal information so please send your request from an email that we can verify. If you think the information we hold is incorrect then we will update this at your request.

HOW LONG DO WE HOLD YOUR INFORMATION

We hold your company and invoicing information for 7 years to comply with HMRC, while you have an active trade account we need to retain all current contact information including your email address and phone numbers. If you no longer have an active trade account we will remove your email address and phone numbers from our system after a period of 90 days from when your account becomes inactive.

CHANGES TO OUR PRIVACY POLICY

We will make all changes to our Privacy Policy on this document and update it to our website at www.coachhouse.com/policies

HOW TO CONTACT US

You can contact us by any of the following methods:

Email: privacy@coachhouse.com

Phone: 01282 682 666

Fax: 01282 682 667

Address:

Metcalf Drive

Altham Industrial Estate

Altham, Accrington

Lancashire

BB5 5TU

Further information regarding your privacy information regarding privacy laws can be found at the Information Commissioners website at <https://www.ico.org.uk> or you can visit <https://www.eugdpr.org/>



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