

# Privacy Policy

## August 2023

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### Introduction

Welcome to Taylor Lewis. We are committed to protecting your privacy and handling your personal information with care and in compliance with applicable data protection laws. This Privacy Policy explains how we collect, use, disclose and protect your personal information.

### Who We Are

Taylor Lewis, 1c The Venture Centre, Yeoford Way, Matford, Exeter, EX2 8LB (01392 825778).

### What Information We Collect

We may collect the following types of personal information;

- Contact Information such as your name, email address, phone number and postal address.
- Financial Information such as payment card details or bank account information when necessary for transactions.
- Transactional Data – Records of your purchases, orders, payments and other transaction details.
- Usage Data – Information about how you use our services.
- Marketing and Communication Data – Your preferences in receiving marketing materials from us and your communication preferences.
- Other Information – Any other personal information you choose to provide to us voluntarily.

### How We Collect Information

We may collect personal information directly from you when you provide it to us, such as when you place an order or contact us.

### How We Use Your Information

We may use your personal information for the following purposes;

- To provide and manage our services.
- To process and fulfil your requests.
- To communicate with you, including providing you with information about our service.
- To improve and personalise your experience when using our services.
- To comply with legal obligations, resolve disputes and enforce agreements.

### Legal Basis for Processing Your Information

We will only collect and process your personal information when we have a lawful basis for doing so. These lawful bases may include the necessity of processing for the performance of a Contract, compliance with legal obligations, protection of vital interests consent and legitimate interests pursued by use or a third party.

### Disclosure of Your Information

We may share your personal information with;

- Service providers who assist us in delivering our services.
- Business partners and affiliates with whom we collaborate.
- Legal and regulatory authorities as required by law.
- Third parties in the context of a business transaction, such as a merger, acquisition or sale of assets.



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#### Security

We are committed to ensuring the security of your personal information. We have implemented appropriate technical and organisational measures to protect your personal data from unauthorised access, disclosure, alteration and destruction.

#### Your Rights

You have the following rights regarding your personal information;

- The right to access the personal information we hold about you.
- The right to rectify inaccurate or incomplete data.
- The right to erasure (the “right to be forgotten”) of your personal information under certain circumstances.
- The right to restrict or object to the processing of your personal information in a structured, commonly used and machine-readable format.
- The right to withdraw consent where we rely on your consent for processing (this will not affect the lawfulness of processing before your withdrawal).

#### Changes To This Privacy Policy

We may update this Privacy Policy to reflect changes in our practices or for other operational, legal or regulatory reasons. The updated Privacy Policy will be posted in our website and the date of the latest revision will be indicated at the top.

#### Contact Us

If you have any questions or concerns about our Privacy Policy or our data practices, please us at;

- Taylor Lewis, 1c The Venture Centre, Yeoford Way, Matford, Exeter, EX2 8LB
- 01392 825778
- [exeter@taylorlewis.co.uk](mailto:exeter@taylorlewis.co.uk)

Robin Jackson  
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