

Lewmar.com Privacy Policy

SUMMARY

In the course of our dealings with you, we will collect and process personal information about you in order to provide you with the products you request and to administer our relationship with you. This may involve the sharing of your personal information with other third parties and the transfer of your personal information overseas. This Privacy Policy describes in detail how we will use your personal information and how you can exercise your rights with respect to your personal information.

INTRODUCTION

In this Privacy Policy, references to we, us or our (or words of similar import) means Lewmar Limited a limited company registered in England (company number: 00620277), whose registered office is Southmoor Lane, Havant, Hampshire, PO9 1JJ, United Kingdom.

In this Privacy Policy, references to you mean the person whose personal information (as defined below) we collect, use and process. This includes anyone who contacts us in connection with the products we provide or otherwise interacts with us (for example, via our Website (as defined below)).

In this Privacy Policy, references to the **Website** mean our website, www.lewmar.com.

We are committed to protecting your privacy. We will use your personal information in accordance with the Data Protection Act 1998 (**the DPA**) and other applicable laws and regulations that relate to data protection and privacy.

WHO IS THE DATA CONTROLLER IN RESPECT OF YOUR PERSONAL INFORMATION

For the purposes of the DPA, we are the data controller in respect of your personal information that we collect and process as further described in this Privacy Policy.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process information about you, including your name, date of birth, address, contact details (including email address and mobile phone number), payment card details, product selections and details of your purchases and purchasing habits. This information is referred to in this Privacy Policy as **personal information**.

In particular, we may collect and process the following personal information about you:

- **Information you give us.** You may give us information about you by filling in forms on the Website or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use the Website, place an order on the Website and when you report a problem with the Website.
- **Information we collect about you.** With regard to each of your visits to the Website we may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from the Website (including date and time); products you viewed or searched for; information submitted through our live chat software, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to us.**

We use your personal information in connection with our business activities. In particular, we may use your personal information in the following ways:

- to carry out our obligations arising from any contracts entered into between you and us; for example, we will use your payment card details and delivery address to process and fulfil your order(s);
- to notify you about changes to our service and to otherwise communicate with you; for example, we will use your contact details in order to respond to any queries that you submit to us;
- at or following any purchase or order you make, we (using our third party payment gateway provider) may carry out security checks to protect against fraudulent transactions and to prevent and detect criminal activity; for example, we may undertake verification checks to identify any discrepancies with your payment details; and
- to help us review, develop and improve the products and services we offer.

- **Information we collect about you.**

We will use this information:

- to administer the Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve the Website to ensure that content is presented in the most effective manner for you and for your computer;
- to send you newsletters and information about other Lewmar products and service;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep the Website safe and secure; and
- to make suggestions and recommendations to you and other users of the Website about our goods or services that may interest you or them.

Your personal information may also be used by us, our employees, contractors or agents, and disclosed to third parties, in order to comply with any legal obligation (including in connection with a court order), or in order to enforce or apply our Terms and Conditions of Sale or other agreements we have with or otherwise concerning you (including agreements between you and us), or to protect our rights, property or safety or those of our customers, employees or other third parties.

WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

In connection with the above uses of your personal information, we may share your personal information with third parties as described below.

We may share your information with selected third parties including:

- We use third parties to carry out certain activities on our behalf that involve the processing of personal information. For example, we may engage third party service providers to fulfil orders, or deliver packages. These third parties have access to personal information needed to perform their functions, but may not use it for other purposes.
- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets. If Lewmar Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of or terms and conditions of sale and other agreements; or to protect the rights, property, or safety of Lewmar Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

WHERE WE STORE YOUR PERSONAL DATA

In relation to the above uses of your personal information and the above sharing arrangements, your personal information will only be transferred to, and stored and processed in, one or more countries within the European Economic Area (EEA),

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 the Website.

For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy https://www.lewmar.com/sites/default/files/Lewmar%20Ltd_%20Cookies%20Policy.pdf

PROTECTING YOUR PERSONAL INFORMATION

Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.

The transmission of information via the internet is not completely secure; this risk is common across the internet and not specific to our Website. We cannot guarantee the security of your data (including your personal information) transmitted to our Website; any transmission is at your own risk.

It is important for you to protect against unauthorised access to your password and to your computing device. Be sure to sign off and close your browser when you have finished your user session. This will help to ensure that others do not access your personal information if you share your computing device or use a computing device in a public place such as a library or internet café.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at Lewmar Limited, Southmoor Lane, Havant, Hampshire, PO9 1JJ.

The Website may, from time to time, contain links to and from the websites of social media networks to which we belong. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION

The DPA gives you the right to access your personal information. Your right of access can be exercised in accordance with the DPA. Any access request may be subject to a fee (currently not exceeding £10) to meet our costs in providing you with details of the personal information we hold about you. To request access to your personal information, please contact us using the details below.

CHANGES TO OUR PRIVACY POLICY

If we decide to change this Privacy Policy, we will post the updated Privacy Policy on our Website so that you are always aware of what personal information we collect, how we use it and under what circumstances we disclose it. The updated Privacy Policy will take effect as soon as it is posted on our Website.

Last updated 11 November 2015

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Lewmar Limited, Southmoor Lane, Havant, Hampshire, PO9 1JJ.



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Follow proper safety practices. If in doubt, consult a professional RV technician.