Triton Showers – Privacy Notice – Online

Who We Are

Triton Showers (a division of Norcros Group (Holdings) Ltd) *('we' or 'us' or 'our')* gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

Triton Showers' registered office is at Ladyfield House, Station Road, Wilmslow, Cheshire SK9 1BU and we are a company registered in England and Wales under company number 566694. We are registered on the Information Commissioner's Office Register of Data Controllers under registration number ZA028267 and act as the data controller. We can be contacted at Data Protection, Triton Showers, Triton Road, Shepperton Park, Nuneaton, Warwickshire, CV11 4NR

Information That We Collect

Triton Showers processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than already specified in this notice.

The personal data that we collect from you as a user of Triton's online services is

- Name
- Email address
- Address
- Contact number(s)
- IP address

We collect information in the below ways: -
Your name, email address, address and contact numbers will be collected when you register for an account on our website(s).

Your IP address will be collected when you visit our website(s).

When you interact with Triton through the forms, including the Contact Us and Recruitment / Jobs pages, you will be sending an email to Triton.

How We Use Your Personal Data

Triton Showers takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw consent at any time.

The purposes and reasons for processing your personal data are detailed below: -

We collect your personal data so that

- you can place orders, receive deliveries, book engineer appointments, register your product purchases and contact us via email
- you can allow the website to improve your visit by remembering you
- we can meet our legal obligations for business accounting and tax purposes
- we can identify attempts to disrupt the services offered by this website
- we can carry out anonymised analysis of visitor and site data

Your Rights

You have the right to access any personal information that we process 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.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. Triton Showers uses third-parties to provide the below services and business functions, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Email

If you interact with us via one of our email forms then our email privacy policy at www.tritonshowers.co.uk/privacy will apply.

Google
We use Google Analytics, Google Maps and Google reCaptcha to provide anonymised statistics for website performance, visitor numbers, order conversion rates, directions and maps and to protect against automated registration of accounts on our site.

For more information about Google Privacy and Terms, please read their notices at https://policies.google.com/?hl=en&gl=ZZ

Hotjar
We use Hotjar, which is similar to google analytics, and we use Hotjar in order to better understand our users' needs and to optimize this service and experience (e.g., how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behaviour and their devices. This includes a device's IP address (processed during your session and stored in a de-identified form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), and the preferred language used to display our website. Hotjar stores this information on our behalf in an anonymous user profile. Hotjar is contractually forbidden to sell any of the data collected on our behalf.

More information from a user privacy and GDPR perspective can be found in Hotjar's privacy section - https://help.hotjar.com/hc/en-us/articles/360045420794-Privacy-FAQs

:Deploy
We use :Deploy to provide development and maintenance of our website(s).

For more information about :Deploy, please read their Privacy Notice at https://www.deploy.co.uk/privacy-policy/

Amazon AWS
We use Amazon AWS to host our website.

For more information about Amazon AWS, please read their Privacy Notice at https://aws.amazon.com/privacy/

Survey Monkey
We use Survey Monkey to conduct surveys and you may receive a link in an email inviting you to complete a survey. Survey Monkey will have access to your email address and any personally identifiable information you choose to provide.

For more information about Survey Monkey, please read their Privacy Notice at https://www.surveymonkey.com/mp/policy/privacy-policy/

Opayo (Formerly Sage Pay)
We use Opayo to enable us to take card payments so that we can ship goods and offer services to you. Opayo will receive your payment card details; Triton does not see any of this data other than your name.

For more information about Sage Pay, please read their Privacy Notice at https://www.sagepay.co.uk/policies/privacy-policy

Klarna
We use Klarna to improve your experience by giving you more ways to pay. Your purchase with be with Triton Showers, but your finance contract would be with Klarna and they will hold your data for the duration of the contract you have with them.

Please read their full Terms and Conditions at https://www.klarna.com/uk/terms-and-conditions/
For more information about Klarna, please read their Privacy Notice at https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en_gb/privacy

Amazon Pay
We use Amazon Pay to improve your experience by giving you more ways to pay. Your purchase with be with Triton Showers, but your purchasing contract would be with Amazon Pay and they will hold your data for the duration of the contract you have with them.

Please read their Terms and Conditions at https://pay.amazon.co.uk/help/201978660
For more information about Amazon Pay, please read their Privacy Notice at https://pay.amazon.co.uk/help/201751600

Paypal Credit
We use Paypal Credit to improve your experience by giving you more ways to pay. Your purchase will be with Triton Showers, but your finance contract would be with Paypal and they will hold your data for the duration of the contract you have with them.

Please read their full Terms and Conditions at https://www.paypal.com/uk/webapps/mpp/paypal-payin3/terms
For more information about Paypal buy now pay later, please read their Privacy Notice at https://www.paypal.com/uk/webapps/mpp/ua/privacy-full

Feefo
We use Feefo to enable you to provide independent reviews of our products and your experience with Triton Showers. This means that your email address and name will be shared with Feefo solely for the purposes of leaving a review.

For more information about Feefo, please read their Privacy Notice at https://www.feefo.com/en-gb/privacy

Nice CXone
We use Nice CXone to provide web chat facilities. Any data you provide on the web chat platform will be shared with Nice.

For more information about Nice, please read their Privacy Notice at https://www.nice.com/-/media/niceincontact/page-content/company/legal/nice-cxone-cloud-services-product-privacy-notice-2021-oct-28-approved.ashx

VWO
We use VWO Website Optimizer to analyse the traffic on our website and help us personalize the website for you. By better understanding customer behaviour in general, we can deliver a better service.

For more information about VWO, please read their Privacy Notice at https://vwo.com/privacy-policy/

Dotdigital (Email and SMS Communications)
We use Dotdigital Limited ("Dotdigital") as a service provider to support our email and SMS communications.

What data we share:
When you interact with us or purchase our products, we may share the following personal data with Dotdigital:

- Name
- Email address
- Telephone number (where applicable)
- Communication preferences and engagement data (e.g. email opens and clicks)

Purpose of processing
We use Dotdigital to:

- Send transactional communications (such as order confirmations and service messages)
- Send marketing communications, where you have consented to receive these
- Manage and analyse communication performance to improve our services

Lawful basis
We process your personal data through Dotdigital on the following lawful bases:

- Performance of a contract (e.g. order confirmations and service communications)
- Consent (for marketing communications, where required under PECR)
- Legitimate interests (to monitor and improve communications, where appropriate and balanced against your rights)

Data processing and security
Dotdigital acts as a data processor on our behalf and processes your personal data in accordance with our instructions. We have a data processing agreement in place with Dotdigital to ensure your data is handled securely and in compliance with applicable data protection laws.

Where personal data is transferred outside the UK or EEA, appropriate safeguards (such as Standard Contractual Clauses) are applied.

Your rights
You can:

- Withdraw consent to marketing communications at any time
- Update your communication preferences via our preference centre or email links
- Exercise your data protection rights as set out in this Privacy Policy

Further information

For more information about how Dotdigital processes personal data, please see their Privacy Notice: https://dotdigital.com/terms/privacy-policy/

Paid on Results
We use Paid On Results to promote our website and products on other websites. Paid On Results is an online performance marketing company, owned and operated in the UK. Registered under the Data Protection Act (Registration Number: Z8456502).
Cookies are used to measure performance and non-sensitive, non-identifiable order information is shared with them. All information isn't related to, or processed for, behaviour, predictions or evaluations of consumer interest or personalities This data is stored in the UK and is not shared with third parties.

Press Loft
We use Press Loft to build affiliate Marketing Links and they use cookie technology to track the purchases that you make using the order number that you're issued by the website.

For more information about Press Loft, please read their Privacy Notice at https://www.pressloft.com/app/t&c/privacy

Social Media
Our website contains links to various social media platforms. We do not pass any of your information to those platforms when you click on these links.

Campaign Monitor
We use Campaign Monitor to perform mailouts to keep you informed of our products and services. We may pass your name and email address to Campaign Monitor.

For more information about Campaign Monitor, please read their Privacy Notice at https://www.campaignmonitor.com/policies/#privacy-policy

Freshdesk
We use Freshdesk to improve your experience by proactively managing our customer's emails and ensuring they are delivered to the correct people within the business, improving turnaround time and delivering consistency. Freshdesk will only hold your data for as long as is deemed necessary for the delivery of the goods, but this is integrated with Microsoft Office.
For more information about Freshdesk, please read their Privacy Policy at https://www.freshworks.com/privacy/

MLP Agency for a B&Q Promotion

We use MLP to handle a cashback claim promotion. When you supply your details to them for the purpose of making a claim, they may store your details for the duration of that process.

For more information about the MLP B&Q Cashback promotion and how your data is handled, please refer to these terms and conditions at https://www.tritonshowers.co.uk/cashbackterms

TikTok Pixel

We use the TikTok Pixel to measure the effectiveness of our advertising, understand how visitors interact with our website, and show relevant adverts on TikTok. The pixel collects information such as pages visited, products viewed and actions taken on our website.

It is only activated where you have consented to advertising cookies through our cookie preference centre. For more information about how TikTok processes personal data, please see TikTok's Privacy Policy at https://www.tiktok.com/legal/page/us/privacy-policy/en

Safeguarding Measures

Triton Showers takes your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: -

- SSL certificates to protect our websites
- Policies and Procedures covering
    - Granting authorisation to systems and data under Triton's control
    - Ensuring that employees leaving Triton have systems access removed immediately
    - Deletion and / or anonymisation of your data
    - Document retention periods
    - Secure disposal of data held on all systems

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Triton Showers, however, as this information is required for us to provide you with our services or deliver your products, we will not be able to offer some/all of our products or services without it.

How Long We Keep Your Data

Triton Showers only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations.

Lodging A Complaint

Triton Showers only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Data Protection
Triton Showers
Triton Road
Shepperton Park
Nuneaton
Warwickshire
CV11 4NR
Telephone: 024 7634 4441
Email: dataprotection@tritonshowers.co.uk

Information Governance department
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Web: https://ico.org.uk/concerns/