

# Triton Showers – Privacy Notice – Customer Service Contact

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## **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 when you contact Triton's Customer Service team is***

- Name
- Email address
- Address
- Contact number(s)
- A call recording (if you call the Customer Service call centre)

### ***We collect information in the below ways: -***

Your name, email address, address and contact numbers will be collected when you place an order, book an engineer call, contact us via telephone or write to the Customer Service department.

## **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 when you contact us via email or letter. This information is collected so that we are able to fulfil our contract with you and so that we may pursue our legitimate interests.

We collect voice recordings as part of our training and quality control initiatives, for fraud detection

and for dispute resolution.

## **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.

### **Carriers**

We use Royal Mail and Evri to provide delivery services and will provide them with your name, address and telephone contact details.

For more information about Royal Mail, please read their Privacy Notice at <https://www.royalmail.com/privacy-policy>

For more information about Evri, please read their Privacy Notice at <https://www.evri.com/privacy-policy>

We use Oriel Collections Limited to manage the collection of overdue debt. For more information about Oriel Collection, please read their Privacy Notice at <http://orielcollections.co.uk/privacy-policy/>

### **Coombe Electrical and Plumbing Services**

We use Coombe Electrical to provide engineer servicing in the Devon area of Great Britain. Any data you provide for this area will be shared with Coombe for the duration of the service.

For more information about Coombe, please contact their office using the email address [coombeoffice@gmail.com](mailto:coombeoffice@gmail.com) or see their online presence at <https://www.shower-services.co.uk/#contact>

### **Survey Monkey**

We use Survey Monkey to perform Customer Satisfaction surveys to help us evaluate your views on Triton's services. We may pass your name and email address to Survey Monkey.

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

### **Trustpilot**

We use Trustpilot to enable you to provide independent reviews of our products and your experience with Triton Showers. We may pass your name and email address to Trustpilot.

For more information about Trustpilot, please read their Privacy Notice at <https://legal.trustpilot.com/for-reviewers/end-user-privacy-terms>

### **Paysafe**

We use the Netbanx system from Paysafe to enable us to take card payments so that we can ship goods and offer services to you. Netbanx will receive your payment card details; Triton does not see any of this data other than your name.

For more information about Paysafe, please read their Privacy Notice at <https://processing.paysafe.com/eu-en/privacy-policy/privacy-standards/>

### **Esendex**

We use the Esendex SMS system to allow the sending of text messages advising you of the time of your engineer visit, changes to your visit time, information about product warranties, reminders about unpaid bills and our debt handling processes. To provide this service we will pass your telephone number to Esendex.

For more information about Esendex, please read their Privacy Notice at <https://www.esendex.co.uk/privacy-policy>

### **WhatsApp**

We may use WhatsApp to handle video calls with our call centre. We do not retain the content of the video call.

For more information about WhatsApp, please read their Privacy Notice at <https://www.whatsapp.com/legal/#privacy-policy>

### **Facebook Messenger**

We use Facebook Messenger to handle video calls with our call centre. We do not retain the content of the video call.

For more information about Facebook Messenger, please read their Privacy Notice at <https://www.facebook.com/legal/terms>

### **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>

### **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/>

### **Self-employed Service Engineers**

We may, on occasion, pass your address details to a self-employed Service engineer to help ensure the you are provided with a speedy service. Such transfers are only undertaken in the event of unexpected staff shortages, to provide cover in areas where Triton does not have an employee or when requirement for engineer visits is much higher than expected.

Triton requires that all self-employed Service Engineers meet their obligations under the relevant data protection acts.

### **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
  - o Granting authorisation to systems and data under Triton's control
  - o Ensuring that employees leaving Triton have systems access removed immediately
  - o Deletion and / or anonymisation of your data
  - o Document retention periods
  - o Secure disposal of data held on all systems

## **Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to us, however, as this information is required so that we can provide our services to you and / or to allow us to pursue our legitimate interests, we may not be able to provide any services to you should you choose not to provide your information.

## **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](mailto: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/>