

Our Privacy Policy

At Felt we take the security of your personal data very seriously. In light of the EU General Data Protection Regulation (GDPR) that came into effect on 25th May 2018 we reviewed the way we hold data on individuals and where necessary upgraded our security systems.

Data on individuals is held in the following ways.

The Felt e-mailing list

Email address and sometimes, where given, also full names are stored securely on Mailchimp which is an online email marketing platform for small businesses.

You will be on the Felt e-mailing list because you signed up:

- Via the Felt website online registration
- In the course of email, telephone, or face-to-face correspondence with Felt
- At exhibitions (such as Decorex and Changarawe) via your business card given to Felt, your entry in the Felt visitors' book, or via electric scanner – all with the express purpose of joining the Felt e-mailing list.

At any time you can unsubscribe from this mailing list by clicking 'Unsubscribe' at the bottom of any one of our marketing emails sent from Mailchimp.

For more information about Mailchimp's Privacy Policy please visit:

<https://mailchimp.com/legal/privacy/>

Quick Books accounting software

Quick Books is an accounting software package developed and marketed by Intuit.

If you have ever purchased from Felt and been issued with an invoice then we hold some or all of the following details about you on Quick Books: name, email address, telephone number, invoice address, delivery address (if different).

Our customer data stored on Quick Books is never stored on the Cloud and is never shared online over the internet. It is backed up regularly to a secure external hard drive that is kept under lock and key.

For more information about Intuit's Privacy Policy please visit:

<https://quickbooks.intuit.com/uk/privacy-policy/>

Paper Records

Any handwritten paper records, made for example during viewings at the Felt showroom, are stored in folders that are always safely stored in a locked filing cabinet.

We keep these records as reference so we can remind ourselves of your preferences, patterns and colours you have already considered, for example, to best serve you in future.

Confidentiality

Any personal data collected in whatever form will always be treated as confidential.

We will never sell, distribute or lease your personal information to third parties.

Data Approval and Removal

At any time you may request and we are happy to provide details of exactly what data we hold about you. A small charge may be levied. We are also happy to delete some or all of the data we hold on you, in any format, immediately, on request.

EU Cookie Compliance

Felt is committed to complying with all relevant legislation and the following sets out our use of cookies on the Felt website, provides an explanation of these cookies, provides links to external websites containing further information regarding cookies and the options available to you as the user of our website.

Cookies in use on www.feltrugs.co.uk are associated with our use of Google Analytics. In common with millions of other websites we use Google Analytics to help us to improve our site by understanding the volume and frequency of visits, the site or search engine by which visitors arrive at our site, and the duration of individual visits. Google Analytics does not collect personally identifiable information, and we do not share our collected data with Google. Search online to read more about Google Analytics or download the Google Analytics Opt-out Browser Add-on.

Google Analytics places the following four cookies on your computer to help us understand how visitors interact with the Felt website.

_utma tracks the number of times a visitor has been to the site, when their first visit was, and when their last visit occurred. It expires after 2 years.

_utmb and _utmc track how long a particular visit takes. _utmb expires after 30 minutes. _utmc expires once you close your browser.

_utmz tracks which site or search engine the visitor came from, the link clicked or keyword used, and the visitor's geographic location. It expires after 6 months.

By using the Felt website you agree that we can place these cookies on your computer. Please refer to your browser's Help function, or visit www.aboutcookies.org for further details on how to control and delete cookies.

Links to other websites

Links from the Felt website (and also from the signature of emails from Felt) can take visitors to, for example, Instagram, Twitter, Pinterest, Linked-In and Houzz.

Felt is not responsible for the content or security of linked websites and we recommend you visit the individual sites with caution and refer to their own individual Privacy Policy statements.

For any further information or any other enquiry please contact:

Tim Moock

Felt.

Cheddermarsh Cottage

Kingswood

Stogumber

TA4 3TW

Landline: 020 8772 0358 / 01984 656 009

Mobile: 07715 748 435

Email: mail@feltrugs.co.uk

Website: www.feltrugs.co.uk