MARQUEE CARPETS LIMITED
PRIVACY POLICY

Last updated: April 2026

Marquee Carpets Limited ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Please read this Policy carefully. By providing us with your personal data, you acknowledge that you have read and understood this Policy.

1. Who We Are

Marquee Carpets Limited is the data controller responsible for your personal data. We are registered in England and Wales under Company Registration No. 7825813. Our registered office is at Chalice House, Bromley Road, Colchester, Essex CO7 7BY.

Our main trading address is Unit 8, Maxwells West, Great Cambridge Road, Cheshunt, Hertfordshire, EN8 8XH.

Contact for data protection queries: enquiries@marqueecarpets.com or 01992 629 624.

We are not required to appoint a Data Protection Officer under the UK GDPR. However, the above contact point will deal with any queries or requests relating to your personal data.

2. What This Policy Covers

This Privacy Policy explains how we collect, use, store, share, and protect your personal data when you:

(a) Visit our website at www.marqueecarpets.com;

(b) Place an order with us by telephone, email, or through our ordering system;

(c) Open or hold a trade credit account with us;

(d) Request samples, a callback, or a quotation;

(e) Receive deliveries from us;

(f) Visit our premises (CCTV); or

(g) Communicate with us in any other way.

You must be at least 18 years of age to place an order with us. We do not knowingly collect personal data from anyone under the age of 18.

3. Personal Data We Collect

The types of personal data we may collect depend on how you interact with us:

Category	Examples	When Collected
Identity data	Full name, job title, company name	When you place an order, open an account, or contact us
Contact data	Postal address, delivery address, email address, telephone number(s)	When you place an order, request a sample, or register for an account
Financial data	Bank account details, payment card details (processed securely via Stripe — we do not store full card numbers)	When you make a payment
Transaction data	Order history, invoices, credit notes, payment amounts, payment status, outstanding balances	Generated when you transact with us
Account data	Credit limit, payment terms, account status, credit reference information	When you apply for a trade credit account
Delivery data	Delivery address, delivery notes, proof of delivery photographs, GPS coordinates at point of delivery, signatures	When we deliver goods to you
Communication data	Emails, SMS messages, telephone call notes, complaint records	When you communicate with us or we communicate with you
CCTV data	Video footage of our warehouse and premises	When you visit our premises
Technical data	IP address, browser type and version, device type, operating system	When you visit our website
Marketing data	Your preferences for receiving marketing communications from us	When you opt in or opt out of marketing

4. How We Collect Your Data

Directly from you: When you contact us, place an order, request a quotation or sample, apply for a trade account, visit our premises, or subscribe to marketing communications.

Automatically: When you visit our website, we may collect technical data through essential cookies (see Clause 11). CCTV footage is captured automatically when you visit our premises.

From third parties: We may receive information from credit reference agencies (where you apply for a trade account), our payment processor (Stripe), and our delivery partners.

5. Why We Process Your Data and Our Lawful Bases

Under the UK GDPR, we must have a lawful basis for processing your personal data. The bases we rely on are:

Purpose	Data Used	Lawful Basis
To process and fulfil your orders	Identity, contact, financial, transaction, delivery data	Performance of a contract with you (Article 6(1)(b))
To manage your trade credit account	Identity, contact, financial, account data	Performance of a contract with you (Article 6(1)(b))
To process payments and refunds	Identity, financial, transaction data	Performance of a contract with you (Article 6(1)(b))
To deliver goods to you and capture proof of delivery	Contact, delivery data (including photographs, GPS, signatures)	Performance of a contract with you (Article 6(1)(b))
To communicate with you about your orders (confirmations, dispatch notifications, delivery updates)	Identity, contact, transaction data	Performance of a contract with you (Article 6(1)(b))
To send you marketing communications (new products, promotions, company news)	Identity, contact, marketing preferences	Your consent (Article 6(1)(a)) — you may withdraw consent at any time
To manage credit risk and recover debts owed to us	Identity, contact, financial, account, transaction data	Legitimate interests (Article 6(1)(f)) — to protect our business from bad debt
To maintain accounting records and comply with tax obligations	Identity, financial, transaction data	Legal obligation (Article 6(1)(c)) — including HMRC and VAT requirements
To operate CCTV on our premises for security, crime prevention, and health and safety	CCTV footage	Legitimate interests (Article 6(1)(f)) — to protect our staff, visitors, and property
To respond to complaints and resolve disputes	Identity, contact, communication, transaction data	Legitimate interests (Article 6(1)(f)) — to manage and improve our service
To improve our website and services	Technical data	Legitimate interests (Article 6(1)(f)) — to keep our website functional and secure

Where we rely on legitimate interests, we have carried out a balancing assessment to ensure that the processing is proportionate and does not override your rights and freedoms.

6. Marketing Communications

6.1 We may send you marketing communications by email and/or SMS where you have given your explicit consent. Marketing may include information about new products, promotions, seasonal ranges, and company news.

6.2 Where you are an existing customer, we may send you marketing about similar products and services under the "soft opt-in" rule, provided you have not opted out. You will always have the opportunity to opt out at the point of purchase and in every subsequent communication.

6.3 You can withdraw your consent to marketing at any time by: (a) clicking the unsubscribe link in any marketing email; (b) replying STOP to any marketing SMS; or (c) contacting us at enquiries@marqueecarpets.com. Withdrawal of consent will be processed promptly and will not affect the lawfulness of any processing carried out before withdrawal.

6.4 We do not share your personal data with third parties for their own marketing purposes.

7. Who We Share Your Data With

We may share your personal data with the following categories of third party, solely for the purposes described in this Policy:

Recipient	Purpose	Data Shared
Stripe (payment processor)	To process card payments securely	Name, email, payment card details (encrypted, PCI-DSS compliant)
Xero (accounting software)	To generate invoices, credit notes, and maintain accounting records	Name, address, email, transaction data
Twilio (SMS provider)	To send order notifications, delivery updates, and marketing SMS	Name, mobile telephone number, message content
Google (Gmail API)	To send order confirmations, invoices, and customer communications by email	Name, email address, message content
Courier and delivery partners	To deliver goods to you	Name, delivery address, telephone number, delivery notes
Credit reference agencies	To assess creditworthiness when you apply for a trade account	Name, address, financial information
HMRC and regulatory bodies	To comply with legal and tax obligations	As required by law
Professional advisors	Legal, accounting, and insurance purposes	As necessary for the specific matter

7.1 We require all third-party processors to process your data only on our instructions, to keep it secure, and to treat it in accordance with the law. Where these providers process data outside the UK, we ensure appropriate safeguards are in place (such as Standard Contractual Clauses approved by the UK Information Commissioner's Office).

7.2 We will not sell, rent, or trade your personal data to any third party.

8. International Data Transfers

8.1 Some of the third-party services we use (including Stripe, Twilio, and Google) may process data in countries outside the United Kingdom. Where this occurs, we ensure that appropriate safeguards are in place to protect your personal data, in accordance with the UK GDPR.

8.2 These safeguards include: (a) transfers to countries that the UK Government has determined provide an adequate level of data protection; or (b) the use of UK International Data Transfer Agreements or Standard Contractual Clauses approved by the Information Commissioner's Office.

9. How Long We Keep Your Data

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by law:

Data Type	Retention Period	Reason
Order and transaction records	7 years from the date of the transaction	HMRC requirements and limitation periods for legal claims
Trade account records	7 years after the account is closed	HMRC requirements and debt recovery
Invoices and financial records	7 years	VAT and tax obligations (HMRC)
Customer communications (email, SMS logs)	3 years from the date of the communication	Customer service and dispute resolution
Proof of delivery (photos, signatures, GPS)	3 years from the date of delivery	Dispute resolution and insurance claims
CCTV footage	30 days (rolling overwrite)	Security and incident investigation
Marketing consent records	For the duration of your consent plus 1 year after withdrawal	To demonstrate compliance with consent requirements
Website technical data	12 months	Website performance and security
Quotation data (where no order is placed)	12 months from the date of the quotation	To follow up on enquiries and for business planning

When data is no longer required, it will be securely deleted or anonymised.

10. Your Rights Under the UK GDPR

Under the UK General Data Protection Regulation and the Data Protection Act 2018, you have the following rights in relation to your personal data:

Right	What This Means
Right of access (Subject Access Request)	You can request a copy of the personal data we hold about you.

Right to rectification	You can ask us to correct any inaccurate or incomplete personal data.
Right to erasure ("right to be forgotten")	You can ask us to delete your personal data where there is no compelling reason for us to continue processing it. This right does not apply where we are required to retain data by law (e.g. tax records).
Right to restrict processing	You can ask us to suspend the processing of your personal data in certain circumstances (e.g. while we verify accuracy).
Right to data portability	You can request that we transfer your personal data to another organisation or directly to you, in a structured, commonly used, machine-readable format.
Right to object	You can object to processing based on legitimate interests. You can object to direct marketing at any time, and we will stop immediately.
Right to withdraw consent	Where we process data based on your consent (e.g. marketing), you can withdraw that consent at any time without affecting the lawfulness of prior processing.
Rights related to automated decision-making	We do not currently carry out any solely automated decision-making that has legal or similarly significant effects on you.

10.1 To exercise any of these rights, please contact us at enquiries@marqueecarpets.com or write to us at the address in Clause 1. We will respond to your request within one (1) calendar month. In complex cases, this may be extended by a further two (2) months, in which case we will inform you.

10.2 There is no fee for exercising your rights. However, if a request is manifestly unfounded or excessive, the Company may charge a reasonable administrative fee or refuse the request.

10.3 We may need to verify your identity before processing your request.

11. Cookies

11.1 Our website uses essential cookies only. These are strictly necessary for the website to function and cannot be switched off. They are usually set in response to actions you take, such as setting your privacy preferences, logging in, or filling in forms.

11.2 We do not currently use analytics, advertising, or third-party tracking cookies. If this changes in the future, we will update this Policy and ensure that appropriate consent mechanisms are in place before any non-essential cookies are deployed.

11.3 You can set your browser to block or alert you about cookies. However, blocking essential cookies may affect the functionality of the website.

12. CCTV

12.1 We operate CCTV cameras at our warehouse and office premises for the purposes of security, crime prevention, and health and safety. Signage is displayed at our premises to inform visitors that CCTV is in operation.

12.2 CCTV footage is retained on a rolling 30-day basis and is automatically overwritten unless it is required in connection with an incident, in which case it will be retained for as long as necessary to resolve the matter.

12.3 Access to CCTV footage is restricted to authorised personnel only. Footage may be shared with law enforcement agencies where required by law or in connection with a criminal investigation.

12.4 You have the right to request access to CCTV footage of yourself, subject to the rights and freedoms of others. Requests should be made in writing to the contact details in Clause 1.

13. Data Security

13.1 We take the security of your personal data seriously and have implemented appropriate technical and organisational measures to protect it against unauthorised access, loss, destruction, or alteration. These measures include encrypted data storage, secure payment processing (PCI-DSS compliant via Stripe), access controls, and regular review of our security practices.

13.2 Where we have given you (or where you have chosen) a password or login credentials, you are responsible for keeping these confidential. Please do not share your account credentials with anyone.

13.3 While we take all reasonable precautions, no method of transmission over the internet or method of electronic storage is 100% secure. We cannot guarantee the absolute security of your data transmitted to our website.

14. Data Breaches

14.1 In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify the Information Commissioner's Office within 72 hours of becoming aware of the breach, as required by the UK GDPR.

14.2 Where a breach is likely to result in a high risk to your rights and freedoms, we will also notify you directly without undue delay, explaining the nature of the breach and the steps we are taking to address it.

15. Changes to This Policy

15.1 We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or business operations. The date of the most recent revision will always be shown at the top of this document.

15.2 Where changes are significant, we will take reasonable steps to notify you, for example by placing a notice on our website or by email where we hold your contact details.

15.3 We encourage you to review this Policy periodically to stay informed about how we protect your data.

16. Complaints

16.1 If you are unhappy with how we have handled your personal data, we would encourage you to contact us first so that we can try to resolve the matter:

Marquee Carpets Limited

Unit 8, Maxwells West, Great Cambridge Road, Cheshunt, Hertfordshire, EN8 8XH
Email: enquiries@marqueecarpets.com
Telephone: 01992 629 624

16.2 You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Helpline: 0303 123 1113
Website: www.ico.org.uk

END OF PRIVACY POLICY

This Privacy Policy is available on our website at www.marqueecarpets.com and a copy is available on request from the contact details above.