

## **Hansfords Menswear Privacy Policy**

### **Our privacy policy statement and general information**

J R Hansford Limited (referred to as we, our and us) are committed to protecting and respecting the privacy of our customers and users (referred to as you and your). Our Privacy Policy is intended to inform you about how we will process any personal data we collect from you, or that you provide to us, whether in store, via our website or in any other way such as over the telephone, email or by post.

Please read the following policy carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purposes of the EU General Data Protection Regulation, J R Hansford Limited is the controller of your Information and our Registered Office is 17-18 South Street, Chichester PO19 1EJ.

### **What information we may collect from you or you may provide to us**

#### **Instore**

When you visit our store you may provide us with personal information such as name, address, telephone/mobile number and email address plus additional information, in a number of ways:

- a) by placing an order or alteration request;
- b) by registering for or amending membership of the Hansfords Centenary Club;
- c) by filling out forms instore, including, but not limited to:  
information (including payment details) provided at the time of requesting or subscribing to any purchase or service;  
if you enter any competition or promotion run by us;  
information from surveys, if you choose to participate, that we may use for market research purposes;  
communications you send to us, for example to make a comment regarding the Store and Service;
- d) by applying for a job with us;
- e) You may also provide us with additional information such as passport and payment card details when completing and returning a VAT Retail Export Scheme (VAT407) form.

#### **Website and Online**

When you visit our website or contact us online or via our social media pages, you may provide us with personal information such as name, address, telephone/mobile number, email address and social media handle plus additional information, in a number of ways:

- a) by using our Contact Us/Enquiry function on our website;
- b) by corresponding with us by email, in which case we may retain the content of your email messages together with your email address and our responses;
- c) by entering a competition or promotion run by us;
- d) by applying for a job with us.

#### **CCTV**

When you visit our store, your image may be captured on our CCTV system.

## **Hansfords Centenary Club**

The Hansfords Centenary Club is a loyalty programme that customers are invited to join. Before registering for membership, customers are advised:

- What the Centenary Club is about
- How we send communications and how often;
- That we do not sell participants data to third parties

Registration forms request name, address, telephone/mobile number and email address information. Once registered on our Customer Database, purchase transactions are recorded.

## **How we store, process and use your information**

We will treat all of your personal data in strict confidence and will endeavor to take all reasonable steps to protect the information.

The data that we collect from you is processed by our employees.

All credit/debit card payment transactions are processed on our behalf by Global Payments and are compliant with PCI DSS.

We use your information

- to process and fulfil your purchase/order;
- to process of your payment details;
- to provide support services;
- to communicate with you about products and services that you request from us;
- to communicate with you as part of our Centenary Club, where you have consented to receive communications via post or email;
- for the prevention and detection of crime, images captured using our CCTV system may be processed;
- to improve our products and service, information obtained from forms, surveys and comments maybe be processed;
- to process competition and promotion entries and communicate with participants and winners;
- to comply with any legal obligations to which we are subject. Centenary Club registration forms are securely kept for 6 months before being destroyed. The information is held on our in-house Customer Database and is solely used for our business purposes and transferred securely to our selected Marketing Company for mailing purposes. We only store your personal data for as long as our reasonable business needs require, to fulfil the uses as listed above and to abide by legal regulatory requirements or guidelines.

Who we disclosure your information to

- We do not sell your data to any third parties. We may share your data with selected Business Partners, Suppliers and Sub-Contractors for the purpose of fulfilling your order and delivering goods and services to you, such as Tailors, Couriers, Marketing Companies and Website Service Providers. We may disclose your information to third parties if we are acquired by a third-party, your personal data held by us will be one of the transferred assets. If this is the case, you will be notified.  
if we are under a duty to disclose or share your personal data in order to comply with any legal obligations, or in order to enforce or apply any agreement with you; or to protect the rights, property or safety of our company, our employees, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

## Your rights and access to your information

Centenary Club registration forms are securely kept for 6 months before being destroyed. The information is held on our in-house Customer Database and is solely used for our business purposes and transferred securely to our selected Marketing Company for mailing purposes.

We only store your personal data for as long as our reasonable business needs require, to fulfil the uses as listed above and to abide by legal regulatory requirements or guidelines.

### Who we disclose your information to

We do not sell your data to any third parties.

We may share your data with selected Business Partners, Suppliers and Sub-Contractors for the purpose of fulfilling your order and delivering goods and services to you, such as Tailors, Couriers, Marketing Companies and Website Service Providers.

We may disclose your information to third parties

if we are acquired by a third-party, your personal data held by us will be one of the transferred assets. If this is the case, you will be notified.

if we are under a duty to disclose or share your personal data in order to comply with any legal obligations, or in order to enforce or apply any agreement with you; or to protect the rights, property or safety of our company, our employees, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

### Your rights and access to your information

You have the right to ask us not to process your personal data for marketing purposes. Where you have given your consent for us to use your personal data, you may withdraw at any time. Centenary Club customers can unsubscribe from communications at any time either via the link contained in the email or by email, by post or by speaking to a member of staff in store (please see our contact details below).

Our website may contain hyperlinks to and from the websites of our business partners and suppliers. If you follow a hyperlink to any of these sites, please be aware that they will have their own privacy policies and that we do not accept any responsibility or liability for these policies. We recommend that you check their policies before submitting any of your personal data them.

You have the right to access your personal data and may contact us, as below, to request a copy of the information we hold. To cover our costs of providing such information, we may apply a fee of £10.00.

You may also contact us to rectify any inaccurate information we hold about you and to request that we delete your personal data.

### How to contact us

If you have any queries, comments or requests regarding this privacy policy, please contact us :  
by email at [admin@hansfordsmenswear.co.uk](mailto:admin@hansfordsmenswear.co.uk)  
by post to Hansfords, 17 – 18 South Street, Chichester PO19 1EJ  
by telephone on 01243 782491 (Monday to Saturday, 9am – 5.30pm)  
in store (Monday to Saturday, 9am – 5.30pm)

From time to time, we may modify our Privacy Policy and the updated version can be found on our website: [www.hansfordsmenswear.co.uk](http://www.hansfordsmenswear.co.uk)

This Privacy Policy was last updated 15 May 2018.