

RIGHT TO ERASURE

Under GDPR you have the right to have your personal data held by us to be erased under certain circumstances, this is known as the right to be forgotten.

In some cases we may be entitled to refuse your request, if this is the case we will inform you of our decision and the reason for it. You are then entitled to complain to the Information Commissioners Office, see <https://ico.org.uk/for-the-public/raising-concerns/> for details of how to do so.

When does this apply?

You have to right to be forgotten if:

- Your personal data is no longer required for the purpose that we collected it for
- You are withdrawing your consent to consent based processing
- We are sending you direct marketing information and you no longer wish to receive this information
- We have told you that we are processing your information under legitimate interests, you object to this processing and we do not have an overriding legitimate interest to continue
- We have processed your data unlawfully

You do not have the right to erasure if we are processing your personal data on the basis of contractual or legal obligations, or if we require the information for the establishment, exercise or defence of a legal claim.

Timeframe for response

We will provide you with the information requested within one month of receipt of all information relevant to your request. To avoid any delays in processing your request, please ensure that you have provided all of the information requested below.

In the case of numerous or excessive requests we may take up to a further two months to provide this information, in which case we will inform you of this fact, and the reason that the extension is necessary.

Costs

There is no charge to you unless your request is manifestly unfounded or excessive, in which case we are entitled to charge you an administrative fee based on the cost of providing the information to you. If we consider this to be the case we will inform you of this fact and wait for your agreement before proceeding.

Identity verification

Before we provide you with this information we have a duty to verify that you are the person who this request relates to. In order to do this we need you to provide proof of identity, this can be in the form of:

- Passport
- Driving Licence
- Utility Bill
- Council Tax Bill

This information will be stored securely and held for a maximum of 10 years.

Please note that you cannot request copies of personal information which related to another person, including calls made by somebody else.

RIGHT TO ERASURE

YOUR DETAILS

Name
Address
Postcode
Customer number

INFORMATION REQUIRED

My personal data is no longer required for the purpose that it was collected for

Please provide details of what processing activity and personal data you are referring to, and why you think it is no longer required

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I am withdrawing my consent to consent based processing

Please provide details of the processing that you are withdrawing your consent from

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I wish to be deleted from your marketing database

You have processed my personal data unlawfully

Please provide details of what processing activity and personal data you are referring to, and why you think it the processing of it is unlawful

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You object to our processing of your data under legitimate interests

Please provide details of what processing activity and personal data you are referring to, and why you are objecting

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Please provide a copy of this form and proof of identity to: DPO@hillarys.co.uk or

Data Protection Officer, Hillarys Blinds Limited, Colwick Business Park, Private Road No 2, Colwick, Nottingham NG4 2JR