

Privacy Policy

Steyer Ltd (“Steyer”, “we”, “us”) is committed to protecting your privacy and personal data. This Privacy Policy explains how we collect, use and safeguard your information when you visit our website or purchase from us.

1. Who We Are

Steyer Ltd

The Old Garage
Malmesbury Road
Kington Langley
Chippenham
Wiltshire
SN15 5PY

Email: sales@steyer.co.uk

Telephone: 01249 736 611

Steyer Ltd is the data controller responsible for your personal data.

2. What Data We Collect

We may collect and process the following information:

- **Identity data** – name, company name (where applicable)
- **Contact data** – billing and delivery address, email address, telephone number
- **Order data** – products purchased, order history, payment method (but **not** card details)
- **Technical data** – IP address, browser type, device information
- **Marketing preferences** – communication preferences and subscription choices
- **Correspondence** – emails, enquiries and communications with us

We do **not** store credit or debit card details. Payments are processed securely by third-party providers.

3. How We Use Your Data

We use your personal data to:

- process and fulfil orders

- deliver products and manage returns or refunds
 - respond to enquiries and provide customer support
 - comply with legal and regulatory obligations
 - improve our website, products and services
 - send service-related communications (e.g. order updates)
 - send marketing communications **only where you have consented**
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4. Legal Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Contract** – to fulfil your order or respond to your request
- **Legal obligation** – for accounting, tax and regulatory compliance
- **Legitimate interests** – improving services, preventing fraud, customer support
- **Consent** – for marketing communications and non-essential cookies

You can withdraw consent at any time.

5. Who We Share Data With

We only share personal data where necessary, including with:

- payment service providers
- delivery and courier companies
- IT and website service providers
- email marketing platforms (where opted in)
- professional advisers (accountants, insurers, legal advisers)

All third parties are required to respect data security and confidentiality.

6. International Transfers

Where data is transferred outside the UK (e.g. via cloud or email platforms), appropriate safeguards are in place to ensure your data remains protected.

7. How Long We Keep Data

We retain personal data only for as long as necessary:

- order and accounting records – typically **6 years**
 - marketing data – until you unsubscribe
 - enquiries – as long as reasonably required
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8. Your Rights

You have the right to:

- access your personal data
- request correction of inaccurate data
- request erasure of your data
- restrict or object to processing
- data portability (where applicable)
- lodge a complaint with the **Information Commissioner's Office (ICO)**

To exercise your rights, contact: **sales@steyer.co.uk**

9. Data Security

We use appropriate technical and organisational measures to protect your data against loss, misuse or unauthorised access.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be published on our website.

Updated January 2026