

# Acorn Club - Privacy Policy

This privacy policy applies to your use of acornclub.com website ("the Website") operated by Acorn Mobility Services Limited, a company incorporated in England and Wales under number 2593771, with its registered office at Telecom House, Millennium Business Park, Steeton, BD20 6RB ("Acorn", "us", "we", or "our" for short), and explains how we, collect, share and use your personal information.

## Our commitment to you

We are committed to protecting your privacy and want you to understand what we do with the information that we hold about you. Where any personal information is processed by us, we will do so in compliance with relevant Data Protection legislation.

We are registered with the UK Information Commissioner's Office to process information pursuant to the provisions of the relevant Data Protection legislation - our registration number is Z7645905 - and you may refer to the Office of the Information Commissioners website for further information at [www.ico.org.uk](http://www.ico.org.uk).

## What personal information do we collect

The Website provides access to all important purchase-related documents in one place. Existing Acorn customers ("Customers") are also able to add coverage to their product; troubleshoot minor errors; make new purchases; assign additional users to their account; and refer friends and family who have confirmed that they are happy to hear from us.

If you have been referred to us by a friend or family member, that individual may have provided us with your contact details on your behalf. We will store these details in order to verify the referral and will give you a one-off call to inform you that you have been referred.

In addition to the information that we hold in relation to Customers, therefore, the following personal information may be collected through the Website:

- Additional account users: First name, surname and email address
- Friends and family referrals: First name, surname, telephone number and postal address

## Sources of personal information

We will collect personal information from Customers who provide us with details of individuals that they wish to add to their account and/or friends or family that they have confirmed wish to be referred to Acorn.

## Use of personal information that we collect

- We will use your personal information for limited general purposes including:
- Providing access to the Acorn Club Customer account facility on the Website; and
  - Promoting, marketing and advertising our products and services.

## Who we share your personal information with

The personal information collected is only used by Acorn Stairlifts for the purposes defined at the time of the collection or a use that complies with these purposes (set out above). We will not, in any circumstances, share your personal information with third parties, except when obliged to do so by operation of the law.

## Cookies

We do not collect cookies and cannot retrieve your personal information from your computer. For more information about cookies please see the Website's separate Cookie Policy.

## Legal basis for the processing of personal information

We must have a legal basis to process your personal information. In the majority of cases that legal basis will be your freely given and explicit consent for us to process your personal information for a specific purpose. Where you have given your consent for us to process your personal information, you have the right to withdraw your consent at any time.

## Retention

If you are an additional user to the account of a Customer, we will keep your personal information only for as long as you are assigned to that account.

If you have been referred to us by a friend or family member, however, we will cease to process information if consent to the referral cannot be verified by us or after consent is withdrawn.

## Your rights in relation to your personal information

As a data subject whose personal information we hold, you have certain rights. If you wish to exercise any of these rights, please email [privacy@acornstairlifts.com](mailto:privacy@acornstairlifts.com) or use the information supplied in the 'Contact us' section below. In order to process your request, we will ask you to provide two valid forms of identification for verification purposes.

## Your rights are as follows:

### The right to be informed

We are obliged to provide clear and transparent information about how your personal information is being used. This is provided by this privacy policy and any related communications that we may send to you.

### The right of access

You may request a copy of the personal information we hold about you free of charge. Once we have verified your identity and, where applicable, the authority of any third-party requestor, we will provide access to the personal information that we hold about you, as well as confirm the following details:

- a) The purpose(s) of the processing;
- b) The categories of personal information concerned;
- c) The retention period or envisioned retention period for the relevant personal information; and
- d) When personal information has been collected from a third party, the source of the personal information.

If there are exceptional circumstances that mean we are justified in refusing to provide the personal information, we will explain them to you.

### The right to rectification

When you believe we hold inaccurate or incomplete personal information about you, you may exercise your right to correct or complete this information. The right to rectification may be used together with the right to restrict processing to make sure that incorrect/incomplete information is not processed until it is corrected.

### The right to erasure (the 'right to be forgotten')

Where no overriding legal basis or legitimate reason continues to exist for processing your personal information, you may request that we delete the personal information. This includes personal information that may have been unlawfully processed. We will take all reasonable steps to ensure erasure.

### The right to restrict processing

You may ask us to stop processing your personal information. We will still hold the information, but will not process it any further. This right is an alternative to the right to erasure.

If one of the following conditions applies you may exercise the right to restrict processing:

- a) The accuracy of the personal information is contested;
- b) Processing of the personal information is unlawful;
- c) We no longer need the personal information for processing but the personal information is required for use in a legal process; or
- d) The right to object has been exercised and processing is restricted pending a decision on the status of the processing.

### The right to data portability

You may request that your file of personal information be transferred to another controller or processor, and be provided in a commonly used and machine-readable format. This right is only available if the original processing was on the basis of consent; the processing is by automated means; and if the processing is based on the fulfilment of a contractual obligation.

### The right to object

You have the right to object to our processing of your information where:

- Processing is based on legitimate interest;
- Processing is for the purpose of direct marketing;
- Processing is for the purposes of scientific or historic research; or
- Processing involves automated decision-making and profiling.

### Changes to this policy

We may change this Privacy Policy from time to time. When any such a change is made we will post a revised version on the Website.

Where required by law, we will seek your consent to changes in the way we use your personal information. Your continued use of the Website will indicate your agreement to any such change.

### Contact

If you have any further queries or concerns about our Privacy Policy or wish us to remove you from our system please email us at [privacy@acornstairlifts.com](mailto:privacy@acornstairlifts.com) or write to **The Data Protection Officer, Acorn Mobility Services Limited, Telecom House, Millennium Business Park, Steeton, West Yorkshire BD20 6RB.**

### Complaints

Should you wish to discuss a complaint, please feel free to contact us using the contact details provided above. All complaints will be treated in confidence.

Should you be dissatisfied with our handling of your information, or about any complaint that you have made to us about our handling of your information, you are entitled to escalate your complaint to our supervisory authority - the UK Information Commissioner's Office - referred to elsewhere in this Policy, and whose contact information can be found at <https://ico.org.uk/global/contact-us/>.