

1. Who we are

In this policy, references to:

- we, us, or our mean Screwfix Direct Limited, a limited company registered in England (company number: 3006378), whose registered office is Trade House, Mead Avenue, Yeovil, Somerset, BA22 8RT, United Kingdom ("**Screwfix Direct Limited**");
- you or your ("**you/your**") mean you, the user; and
- forum means this website, our community space ("**Forum**").

You can find out how to contact us in Section 7 below.

2. Your Privacy

In the course of your interactions with the Forum, we will collect and process personal information about you. Personal information includes any information allowing us to identify you as an individual, including, but not limited to, your name, your email address, your gender or your date of birth.

For the purposes of the General Data Protection Regulations ("**GDPR**") and equivalent data protection laws, we are the data controller in respect of your personal information that we collect and process, however, we may share your personal information with other organisations that may further process your personal information as a controller in their own right, you can find out more in Section 5 below. We are committed to protecting your privacy and will use your personal information in accordance with all applicable laws and regulations that relate to data protection and privacy, including the GDPR.

This policy outlines:

- what personal information we collect, use and why;
- how long we will keep;
- who we share personal information with;
- your data protection rights; and
- how to contact us.

3. What personal information we collect, use, and why

We collect or use the following personal information about you, to provide the services of the Forum, and operation of your account:

- name;
- email address;
- date of birth (optional);
- photograph (optional);
- gender (optional);
- password; for your own security this should be complex and unique to the Forum and never shared with others.
- information about your use of the Forum;
- information about any devices you have used (including the manufacturer, model and operating system, IP address, browser type and mobile device identifiers); and

- cookies and information about your online activity on the Forum.

We will also place cookies on your device, please see our Cookie Policy for more information about the cookies we use and how you can change your cookie settings.

We are also required by law to state a "legal basis for processing", i.e., to tell you on what grounds we are allowed to use your personal information. The legal basis for the collection and use of your personal information for the Forum is that we have your consent for the use of your personal information, or that we need to use your personal information comply with legal obligation.

4. How long we keep personal information

We are required by law to keep your personal information only for as long as is necessary for the purposes for which we are using it. The period for which we keep your personal information will be determined by a number of criteria, including the purposes for which we are using the personal information, the amount and sensitivity of the personal information, the potential risk from any unauthorised use or disclosure of the personal information, and our legal and regulatory obligations.

The Forum is not intended for minors (individuals aged under 16 years old), or residents outside of the United Kingdom and we do not knowingly process such personal information.

5. Who do we share your personal information with?

We are a member of the Kingfisher Group of companies, being companies, whose ultimate parent is Kingfisher plc and whose members include B&Q, Screwfix, Castorama and Brico Dépôt (for more information on the Kingfisher Group please visit www.kingfisher.com).

We may share your personal information with other members of the Kingfisher Group in connection with the purposes above and those listed below. Members of the Kingfisher Group may also use the personal information we share with them to improve their websites and other services and for analysis purposes.

We may use automated decision-making when we make decisions by technological means without significant human involvement, and non-automated processes, to help generate business insights based on the customer experience and evaluate or predict customer purchasing preferences. This may include sharing personal information with Kingfisher plc (our parent company), who may then, having received this personal information, use their own similar processes and then share the results with us for the same purposes and to help improve overall customer experience. This means Kingfisher plc may each be receiving and processing your personal information in their own right and subject to their own privacy notices which are available on their respective websites.

We may also disclose your personal information to third parties, including in the following circumstances:

- external agencies and organisations (including the police and other law enforcement agencies) for the purpose of preventing and detecting fraud (including fraudulent transactions) and criminal activity. These external agencies may check the personal information we give them against public and private databases and may keep a record of such checks to use in future security checks;

- our third-party claim handlers and insurers in connection with any claim made or reasonably likely to be made against us; and
- in the event that we sell or buy any business or assets, we may disclose your personal information held by us to the prospective seller or buyer of such business or assets. If we or substantially all of our assets are acquired by a third party (or subject to a reorganisation within our corporate group), your personal information held by us will be one of the transferred assets.

Links to external, third party websites and applications

We may provide links to external, third party websites and applications, or those of other Kingfisher Group companies from our Forum. Each website, or application, operates its own policy regarding the processing of your personal information and the use of cookies on its website or through its application and you are advised to read their individual terms of use, privacy and cookie policy, available on those websites or applications individually.

Third party websites and applications are not under our control. When you access these websites, or applications, you leave the area controlled by us. Similarly, where you have contacted us or shared content with us using a third-party platform, the third party that provide these platforms will use your personal information in accordance with their own individual terms of use, privacy and cookie policy. We do not accept responsibility or liability for any issues arising in connection with the third party's use of your personal information.

Where will your personal information be processed?

Your personal information may be transferred to, and stored and processed in, one or more countries outside the country in which we are established (you can find out more in Section 1 above), including countries which do not provide equivalent protection for personal information. In these circumstances, we will take reasonable steps and implement appropriate measures to ensure that your personal information is adequately protected in accordance with the law.

These measures include either:

- Transferring your personal information to countries that have been deemed to provide an adequate level of protection for personal information under applicable data protection law; or
- Transferring your personal information where the recipient has agreed to an approved agreement in the form of the standard contractual clauses.

Occasionally, we may transfer your personal information in circumstances where there are no adequate safeguards where this is permitted by data protection law.

6. Your data protection rights

Under data protection law, you have rights including:

- **your right of access;** you have the right to ask us for copies of your personal information;
- **your right to rectification;** you have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete personal information you think is incomplete;

- **your right to erasure**; you have the right to ask us to erase your personal information in certain circumstances;
- **your right to restriction of processing**; you have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **your right to object to processing**; you have the right to object to the processing of your personal information in certain circumstances.
- **your right to data portability**; you have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances; and
- **your right to withdraw consent**; when we use consent as our lawful basis you have the right to withdraw your consent.

Our security procedures mean that we may request proof of identity before we are able to comply with these requests.

You do not usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you. You can find out how to contact us in Section 7 below, to make a data protection rights request.

7. How to contact us?

If you have any concerns about our use of your personal information, to exercise your data protection rights, speak to our Data Protection Officer or contact us regarding any other matter, please email: forum.moderators@screwfix.com.

If you remain unhappy with how we've used your personal information after raising a complaint with us, you can also complain to the [Information Commissioner's Office](#).

8. Protecting Your personal information

The transmission of personal information via the internet is not completely secure; this risk is common across the internet and not specific to our services. We cannot guarantee the security of your personal information transmitted to our services; any transmission is at your own risk.

It is important for you to protect against unauthorised access to your password and to your device. Be sure to sign out and close your browser when you have finished your session. We also recommend that you do not use the same password and email address combination for your Forum account as you use for other accounts. Using the same password and email address combination for multiple accounts puts your personal information at risk of compromise in credential stuffing attacks across multiple websites.

9. Updates to this notice

We may update this notice from time to time. The latest version of this notice will be posted on our website.