

Bigblue product design

ecommerce Privacy Notice

Who we are

Rangecookers.co.uk is part of Bigblue Product Design Limited, a UK registered company (number 4790224). We fully understand the importance of protecting your personal information. Any details that you volunteer during the course of your order are used solely for the purposes of completing your order, delivering your range products and improving our service. The data controller is Bigblue Product Design Limited.

The lawful basis on which we process your data is that of consent.

What information we hold and how we use it

[Download Data Journey Map](#)

When you place an order, whether online, over the phone or in person, your name, address and contact information will be used solely for the purpose of completing your order. Your payment data is encrypted and sent to our payment gateway partners, Worldpay, if online, or First Data in other cases, to complete the transaction. The order process necessarily includes the sharing of your data with the manufacturer or distributor of your goods (the supplier) who will be delivering the items.

Our server is secured using closed port, IP limited protocols and any breaches are traceable. We do not store any payment data on any website or database.

Other than the supplier we do not share your personal data with any third parties, and it is not used for re-marketing, profiling or any other purpose. We deal only with suppliers employing equally secure policies, and they will not share your data or use it for any other purpose.

Access to your order information via our administration system is secured by individual and regularly updated passwords and is limited to our team and, when necessary, our technical consultants.

We endeavour not to write down any card data, but where this is necessary it is stored securely according to PCI/DSS guidelines and securely destroyed immediately once processed.

We may disclose your personal data when required to do so by law, for example to HMRC for tax purposes or to police forces for the prevention and detection of crime.

Period of retention

We are required by law to hold invoice data for seven years, and this will include some or all of your contact data. At the end of this period any personal data is securely destroyed or deleted, although an anonymous record of the order may be retained.

Email

We use Transport Layer Security (TLS) to encrypt and protect email traffic. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Social Media

Our Facebook page is managed by Facebook, who are fully compliant with GDPR rules. Their policy can be found [HERE](#).

e-Newsletter

Should you sign up to our Newsletter mailing list via the specific opt-in form, this includes consent that your name and email address are passed to MailChimp, an external service provider, who comply with stringent security and [privacy protocols](#). Every Newsletter includes an opt-out link.

Data storage

Your order data is stored on an external server, with protocols in place to ensure it is secure and alert us to any attempt at data breach. Any paper records made are periodically and certifiably destroyed.

Your data

You have the right to access the information that we hold about you, and to correct any data that may be inaccurate.

You can request that any data we hold is transferred in a mechanically readable form (a CSV file) to another Data Controller.

You can also request that any data we hold is deleted.

To email us requesting any of the above [CLICK HERE](#).

Anonymous data usage

Some anonymous information is retained and used purely for statistical reasons (product data, source of enquiry, etc), and by using the site you give your permission for this.

Please feel free to contact us should you require any further information.

Job Applicants

All of the information provided during the process will only be used for the purpose of progressing an application, or to fulfill legal or regulatory requirements if necessary.

We will not share any of the information provided during the recruitment process with any third parties for marketing purposes or store any information outside of the European Economic Area. The information provided will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details provided to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for, and all details will be securely destroyed once they have served their purpose.

Use of cookies

We employ two 'first party' cookies which do not share information with any third parties. You can turn off cookie acceptance in your browser if desired, but you will not be able to use our Shopping Basket. The anonymous nature of these cookies means that no "acceptance" button is necessary on entering the website.

- Google Analytics. Anonymously observes usage of our website for statistical purposes.
- Shopping Basket. Strictly necessary to complete an order, this will self-delete following completion of the order or browsing session.

In accordance with the General Data Protection Regulations 2016

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