

ReGenerate - Privacy Policy

ReGenerate is the trading name of Regenerate (2016) Limited, registered in England (Company number: 10456621).

When you use any of our services, we may collect and process information about you. This information includes:

- Name
- Address
- Telephone number(s)
- Email address(es)

Why is my information stored?

Our services may require the collection and processing of your information, to effectively manage and deliver those services, specifically:

- To verify your identity
- To manage your account and coordinate your dealings with us
- To initiate and record contracts of sale
- For internal review and business planning, with the intention of improving our service.
- To detect, prevent and investigate actual and suspected fraud.
- For marketing purposes, but only where you have expressly consented to this.

How is my information stored?

Your information is stored electronically, using modern data storage methods. Any documents printed for your records may also be reprinted and stored for our records. All hard copy records are stored in locked cabinets in a secured office unit.

Where is my information stored?

All personal information handled by Regenerate (2016) Limited is stored within the United Kingdom.

Who is my information shared with?

Your information remains within the control of Regenerate (2016) Limited, under normal circumstances.

However, we may be legally required to disclose information to law enforcement bodies, for the purposes of criminal investigation and prevention.

Your information may also come under the control of a company or organisation other than Regenerate (2016) Limited, where a corporate merger, sale, or restructuring takes place. We will inform you in this event.

Will my information be used to contact me?

We may contact you by letter, telephone, SMS or email, for any purpose relating to the services that we have provided to you. We may also contact you for marketing purposes, where you have expressly consented to this.

What are my rights?

You have the right to request a copy of the personal information that we hold about you. You must make this request in writing (email or letter). We will respond to your request within 30 days. Requests for copies of information will not incur a charge, unless these requests are excessively repetitive or complex.

You have the right to correct any inaccurate or out-of-date information at no extra charge. Please write to us to advise of any inaccurate information.

You have the right to prevent your information from being used for marketing purposes. If you have previously consented to use of your information for marketing material (opted in), you can withdraw this consent and prevent further marketing material (opt out), by writing to us. If you are unsure if you are currently opted in to receive marketing material, please contact us to confirm.

You can request a printed copy of this privacy policy, by writing to us, or by requesting a copy at any of our stores. You can also download a printable PDF copy at the bottom of this page.

Will this privacy policy change in the future?

This privacy policy may change in future, where legislation requires, or where there are changes to our business model or processes. We will notify you in this event.

This policy was updated on the 22nd May 2018, and is compliant with the Data Protection Act 1998, and the General Data Protection Regulation (EU 2016/679).

Where can I get further advice?

If you require independent advice regarding information privacy, you can refer to resources provided by the Information Commissioners Office.

How do I contact you?

If you have any questions relating to this policy, or wish to exercise any of the rights outlined in this policy, please use the below contact details:

- Email: administrator@regenerate.co.uk
- Post: Regenerate (2016) Limited, 113 Belvoir Road, Coalville, LE67 3PH
- Your nearest ReGenerate store.

ReGenerate Stores

Barry 20-22 Holton Road, Barry, CF63 4HD

Doncaster 30 High Street, Doncaster, DN1 1DW

Hereford 47 Eign Gate, Hereford, HR4 0AB

Kidderminster 4, 58-59 Worcester Street, Kidderminster, DY10 1EL

Merthyr Tydfil 67 High Street, Merthyr Tydfil, CF47 8AE

Pontypridd 5 High Street, Pontypridd, CF37 1QJ