



Privacy Policy

Romsey Hot Tubs is committed to ensuring that information relating to customers is treated in confidence while providing the highest possible quality of service.

In this Privacy Policy references to “we” and “us” are to Romsey Hot Tubs.

1.0 Methods used to collect personal information

Any personal information we collect from this website will be used in accordance with the Data Protection Act 1998 and General Data Protection Regulation (GDPR) 2018 and other applicable laws. Information supplied by customers will be used solely for the use of provision and improvement of product and services supplied by Romsey Hot Tubs. The details that we collect will be used for the following purposes:

1.1 When placing an order for hire with us we require contact information (such as details of your name, delivery address, invoice address, e-mail address) and financial information (such as credit or debit card number, the cards CSV number and expiry date).

1.2 We also request for a telephone number which enables us to contact you in the event of there being a problem or query with your order.

1.3 Should you enter a competition or other promotional feature on our website or social media we may ask you for your name, address, e-mail address and telephone number in order that we may efficiently administer the competition and promotion as well as notifying the winners.

2.0 How we use this information

The details we collect will be used to:

2.1 Process your order and to maintain warranties.

2.2 We may also use the information that we collect from you to notify you about functionality changes to our website, the service that we provide and details of promotional or special offers.

2.3 Information will not be provided to third parties.

3.0 Data Protection and Security measures

We have taken every possible precaution to create a secure environment to protect the personal information supplied by you when making an order or opening an account. Access to your personal information is limited to people who need it to do their job. We may also contact you to verify and update data we hold on our records.



4.0 Disclosure of information to Third Parties

We do not sell, rent or trade your personal information to others. We may provide statistics or analytical records about our customers, sales, and traffic patterns to reputable third party vendors but this information will not include any personally identifying information on you.

We may employ third parties and individuals to perform certain functions on our behalf. Examples of these may be warranty companies and provision of marketing assistance. Please rest assured that those companies and individuals who have access to any such personal information are not permitted to use this data for any other purposes and they are required to process data in accordance with the Data Protection Act 1998.

5.0 Consent and Data Protection

By using our website you irrevocably consent to authorise us to collate and use the information provided by you.

6.0 Cookies

A cookie is a small piece of text-only information that websites transfer to your computer hard drive for record keeping purposes. We use cookies to enable us to keep a record of the items in your basket whilst you're on the website, to store delivery addresses if the address book is used and to store your details if you select the "remember me" option. You should note that most web browsers automatically accept cookies, but you can usually change your browser to prevent this.

7.0 Policy Updates

Any changes to our privacy policy will be updated and posted on this page of our website. Last update June 2022.

8.0 Your rights

You can request us to update or remove your personal information by emailing romseyhottubs@outlook.com or by writing to us at our office address. However, please note that we may need to keep some personal data in order to process orders and to comply with customer service or after sale obligations.