

Privacy Policy for STONEHAVEN Materials LTD
Effective Date: 01/05/2026

STONEHAVEN Materials LTD (“STONEHAVEN”, “we” or “us”) is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store, disclose, and safeguard your personal information when you visit our website, communicate with us, purchase products or services, or otherwise interact with our business.

We process personal data in accordance with:

- The UK General Data Protection Regulation (“UK GDPR”)
- The Data Protection Act 2018
- The Privacy and Electronic Communications Regulations 2003 (“PECR”)
- Other applicable UK data protection and privacy laws

By using our website or services, you acknowledge the practices described in this Privacy Policy.

1. Who We Are

STONEHAVEN Materials LTD is a UK online based stone supplier providing materials and related services to both individual and trade customers.

Contact Details

If you have any questions regarding this Privacy Policy or your personal data, please contact us:

STONEHAVEN Materials LTD
Ground Floor,
108–112 Main Road,
Sundridge,
Sevenoaks,
TN14 6ES,
United Kingdom.

Email: StonehavenLTD1@gmail.com

If required by law, STONEHAVEN Materials LTD may also appoint a Data Protection Lead or representative responsible for overseeing data protection matters.

2. The Personal Data We Collect

We may collect, use, store, and transfer different types of personal data, including:

- a) Identity and Contact Data
- Full name
 - Email address
 - Telephone number
 - Company name
 - Billing address
 - Delivery address

b) Technical Data

- IP address
- Browser type and version
- Device identifiers
- Operating system
- Time zone settings
- Website usage data
- Referral source information

c) Transaction Data

- Order history
- Product selections
- Payment references
- Delivery records

Payment card information is processed securely by third-party payment providers. We do not store full payment card details.

d) Communication Data

- Messages submitted through forms
- Email correspondence
- Customer service enquiries
- Feedback or reviews

e) Marketing and Preference Data

- Marketing preferences
- Cookie consent choices
- Communication preferences

3. How We Collect Your Data

We collect personal data through:

- Direct interactions with you
- Website contact forms
- Email correspondence
- Telephone communications
- Orders and transactions
- Automated technologies such as cookies and analytics tools
- Third-party service providers and publicly available sources where lawful

4. How We Use Your Personal Data

We use personal data only where permitted by law.

We may use your information to:

- Respond to enquiries
- Process and fulfil orders
- Arrange deliveries
- Manage customer accounts
- Provide customer support
- Improve our website and services
- Conduct internal business administration
- Detect fraud or security incidents
- Maintain legal and financial records
- Send marketing communications where permitted
- Comply with legal and regulatory obligations

We will only use your personal data for the purposes for which it was collected unless we reasonably consider another use compatible with those purposes.

5. Lawful Bases for Processing

Under UK GDPR, we rely on one or more of the following lawful bases:

Contractual Necessity

Where processing is necessary to:

- Supply products or services
- Manage deliveries
- Process payments
- Fulfil contractual obligations

Legitimate Interests

Where processing is necessary for:

- Improving our services
- Website analytics
- Fraud prevention
- Business administration
- Customer relationship management

We ensure our legitimate interests do not override your rights and freedoms.

Consent

Where you have given clear consent for:

- Marketing communications
- Non-essential cookies
- Certain optional data processing activities

You may withdraw consent at any time.

Legal Obligation

Where processing is necessary to comply with:

- Tax obligations
 - Accounting requirements
 - Regulatory obligations
 - Law enforcement requests
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6. Marketing Communications

We may send marketing communications by email or other electronic means where:

- You have provided consent; or
- We are permitted to do so under PECR regulations, including the “soft opt-in” rule for existing customers.

You may opt out of marketing communications at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly

We will never sell your personal data to third parties for marketing purposes.

7. Sharing Your Information

We may share personal data with trusted third parties including:

- Delivery and courier providers
- Payment processors
- Website hosting providers
- IT support providers
- Professional advisers
- Accountants and legal representatives
- Analytics providers
- Regulatory authorities or law enforcement where required

All third parties are required to process personal data securely and in accordance with applicable data protection laws.

We do not permit third parties to use your personal data for their own marketing purposes.

8. International Data Transfers

Some third-party service providers may process personal data outside the United Kingdom.

Where international transfers occur, we ensure appropriate safeguards are implemented, including:

- UK adequacy regulations
 - International Data Transfer Agreements (IDTAs)
 - Standard contractual clauses approved under UK law
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9. Data Retention

We retain personal data only for as long as reasonably necessary for the purposes for which it was collected, including satisfying legal, accounting, tax, or reporting requirements.

Typical retention periods include:

- Customer order records: up to 6 years
- Financial records: up to 6 years
- Customer enquiries: up to 12 months
- Marketing records: until consent is withdrawn
- Analytics data: according to cookie retention settings

We may retain data longer where legally required or necessary to establish, exercise, or defend legal claims.

10. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to:

- Ensure website functionality
- Analyse website traffic
- Improve user experience
- Store user preferences
- Support security features

Essential Cookies

Certain cookies are necessary for the operation of the website and cannot be disabled.

Non-Essential Cookies

Analytics and marketing cookies will only be used where you provide consent.

You may:

- Accept or reject cookies via our cookie banner
- Change browser settings to block cookies
- Withdraw consent at any time

11. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Restrict or object to processing
- Request transfer of your data
- Withdraw consent at any time
- Lodge a complaint with the ICO

We may request proof of identity before fulfilling requests.

We aim to respond to legitimate requests within one calendar month.

12. Complaints

If you are unhappy with how we process your personal data, please contact us first so we can attempt to resolve your concerns.

You also have the right to complain to the UK Information Commissioner's Office (ICO):

Information Commissioner's Office (ICO)

13. Data Security

We implement appropriate technical and organisational measures designed to protect personal data against:

- Unauthorised access
- Accidental loss
- Misuse
- Alteration
- Disclosure
- Destruction

Security measures may include:

- Secure servers
- Access controls
- Encrypted communications

- Software security monitoring

Despite these safeguards, no internet transmission or storage system can be guaranteed completely secure.

14. Data Breaches

In the event of a personal data breach that may risk your rights and freedoms, we will:

- Investigate the incident promptly
 - Take appropriate remedial action
 - Notify the ICO where legally required
 - Notify affected individuals where required under UK GDPR.
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15. Automated Decision-Making

STONEHAVEN Materials LTD does not currently use automated decision-making or profiling that produces legal or similarly significant effects on individuals.

16. Children's Privacy

Our website and services are not directed at children under the age of 16.

We do not knowingly collect personal data from children. If we become aware that such information has been collected, we will take appropriate steps to delete it.

17. Third-Party Websites

Our website may contain links to external websites operated by third parties.

We are not responsible for the privacy practices or content of third-party websites and encourage users to review their privacy policies separately.

18. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect:

- Legal changes
- Regulatory guidance
- Operational changes
- New technologies or services

Updated versions will be published on our website with a revised effective date.

19. Contact Us

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