

Privacy Policy

Effective: 08May2026

Revision: 002

This Privacy Policy describes how Kershaw Foulds Limited (the "Site", "we", "us", or "our") collects, uses, and discloses your personal information when you visit, use our services, or communicate with us regarding kershawfoulds.com (collectively, the "Services"). For purposes of this Privacy Policy, "you" and "your" means you as the user of the Services, whether you are a website visitor, a prospective client, or another individual whose information we have collected pursuant to this Privacy Policy.

Please read this Privacy Policy carefully.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time, including to reflect changes to our practices or for other operational, legal, or regulatory reasons. We will post the revised Privacy Policy on the Site, update the "Last updated" date and take any other steps required by applicable law.

How We Collect and Use Your Personal Information

To provide the Services, we collect personal information about you from a variety of sources, as set out below. The information that we collect and use varies depending on how you interact with us.

In addition to the specific uses set out below, we may use information we collect about you to communicate with you, provide or improve the Services, comply with any applicable legal obligations, enforce any applicable terms of service, and to protect or defend the Services, our rights, and the rights of our users or others.

What Personal Information We Collect

The types of personal information we obtain about you depend on how you interact with our Site and use our Services. When we use the term "personal information", we are referring to information that identifies, relates to, describes or can be associated with you. The following sections describe the categories and specific types of personal information we collect.

Information We Collect Directly from You

Information that you directly submit to us through our Services may include:

- **Contact details:** Including your name, company name, phone number, email address and country.
- **Project information:** Including details regarding the space you wish to furnish, project requirements, dimensions, preferences, photographs, plans or any other information you choose to provide.
- **Customer support information:** Including information contained in communications you send to us through the contact form, email or other communication channels.

Some features of the Services may require you to directly provide us with certain information about yourself. You may elect not to provide this information, but doing so may prevent us from responding to your enquiry or arranging a quotation.

Information We Collect about Your Usage

We may also automatically collect certain information about your interaction with the Services ("Usage Data"). To do this, we may use cookies, pixels and similar technologies ("Cookies"). Usage Data may include information about how you access and use our Site, including device information, browser information, information about your network connection, your IP address and other information regarding your interaction with the Services.

Information We Obtain from Third Parties

Finally, we may obtain information about you from third parties, including from vendors and service providers who may collect information on our behalf, such as:

- Companies that support our Site and Services.
- Form processing providers, including **Formspree**, which enables the submission and management of contact requests.
- Analytics and website performance providers.

When you visit our Site, open or click on emails we send you, or interact with our Services or advertisements, we, or third parties we work with, may automatically collect certain information using online tracking technologies such as pixels, web beacons, software developer kits, third-party libraries, and cookies.

Any information we obtain from third parties will be treated in accordance with this Privacy Policy. Also see the section below, *Third Party Websites and Links*.

How We Use Your Personal Information Providing Services

We use your personal information to:

- Respond to enquiries submitted through the Site.
- Evaluate project requirements.

- Connect you with a qualified expert, designer, distributor or partner capable of preparing a quotation based on Rousseau Metal products.
- Communicate with you regarding your request.
- Maintain records of communications and project enquiries.

Marketing and Advertising

We may use your personal information to send information about our products, services, projects, events or industry updates where permitted by applicable law or where you have provided your consent. If you are an EEA resident, the legal basis for these data processing activities is our legitimate interest in selling our products, according to Art. 6 (1) (f) GDPR.

Security and Fraud Prevention

We use your personal information to detect, investigate or take action regarding possible fraudulent, illegal or malicious activity and to protect the security of the Site. If you are an EEA resident, the legal basis for these data processing activities is our legitimate interest in keeping our website secure for you and other customers, according to Art. 6 (1) (f) GDPR.

Communicating with You and Service Improvement

We use your personal information to provide customer support, improve our Services, analyse user interactions with the Site and enhance the overall user experience. This is in our legitimate interests in order to be responsive to you, to provide effective services to you, and to maintain our business relationship with you according to Art. 6 (1) (f) GDPR.

Cookies

Like many websites, we use Cookies on our Site to improve functionality, analyse website traffic and understand user interaction with our Services (in our legitimate interests to administer, improve and optimize the Services). We may also permit third parties and services providers to use Cookies on our Site to better tailor the services, products and advertising on our Site and other websites.

Most browsers automatically accept Cookies by default, but you can choose to set your browser to remove or reject Cookies through your browser controls. Please keep in mind that removing or blocking Cookies can negatively impact your user experience and may cause some of the Services, including certain features and general functionality, to work incorrectly or no longer be available.

How We Disclose Personal Information

In certain circumstances, we may disclose your personal information to third parties for contract fulfillment purposes, legitimate purposes and other reasons subject to this Privacy Policy. Such circumstances may include:

- With vendors or other third parties who perform services on our behalf (e.g., IT management, payment processing, data analytics, customer support, cloud storage, fulfillment and shipping).
- With business and marketing partners to provide services and advertise to you. Our business and marketing partners will use your information in accordance with their own privacy notices.
- When you direct, request us or otherwise consent to our disclosure of certain information to third parties, such as to ship you products or through your use of social media widgets or login integrations, with your consent.
- With our affiliates or otherwise within our corporate group, in our legitimate interests to run a successful business.
- In connection with a business transaction such as a merger or bankruptcy, to comply with any applicable legal obligations (including to respond to subpoenas, search warrants and similar requests), to enforce any applicable terms of service, and to protect or defend the Services, our rights, and the rights of our users or others.

We disclose the following categories of personal information and sensitive personal information about users for the purposes set out above in *"How we Collect and Use your Personal Information"* and *"How we Disclose Personal Information"*:

Category	Categories of Recipients
• Identifiers such as basic contact details and certain order and account information • Commercial information such as order information, shopping information and customer support information • Internet or other similar network activity, such as Usage Data • Geolocation data such as locations determined by an IP address or other technical measures	• Vendors and third parties who perform services on our behalf (such as Internet service providers, payment processors, fulfillment partners, customer support partners and data analytics providers) • Business and marketing partners • Affiliates

We do not use or disclose sensitive personal information without your consent or for the purposes of inferring characteristics about you.

With your consent we share personal information for the purpose of engaging in advertising and marketing activities, as follows.

Third Party Websites and Links

Our Site may provide links to third-party websites or online platforms, including Rousseau Metal websites, distributors, partners or service providers. If you follow links to sites not affiliated or controlled by us, you should review their privacy and security policies and other terms and conditions.

We do not guarantee and are not responsible for the privacy practices or security of such third parties, including the accuracy, completeness, or reliability of information found on these sites. Information you provide on public or semi-public venues, including information you share on third-party social networking platforms may also be viewable by other users of those third-party platforms.

Children's Data

The Services are not intended to be used by children, and we do not knowingly collect any personal information about children. If you are the parent or guardian of a child who has provided us with their personal information, you may contact us using the contact details set out below to request that it be deleted.

As of the Effective Date of this Privacy Policy, we do not have actual knowledge that we “share” or “sell” (as those terms are defined in applicable law) personal information of individuals under 16 years of age.

Security and Retention of Your Information

Please be aware that no security measures are perfect or impenetrable, and we cannot guarantee “perfect security.” In addition, any information you send to us may not be secure while in transit. We recommend that you do not use insecure channels to communicate sensitive or confidential information to us.

How long we retain your personal information depends on different factors, such as whether we need the information to evaluate your project, to provide the Services, comply with legal obligations, resolve disputes or enforce other applicable contracts and policies.

Your Rights

Depending on where you live, you may have some or all of the rights listed below in relation to your personal information. However, these rights are not absolute, may apply only in certain circumstances and, in certain cases, we may decline your request as permitted by law.

- **Right to Access / Know:** You may have a right to request access to personal information that we hold about you, including details relating to the ways in which we use and share your information.
- **Right to Delete:** You may have a right to request that we delete personal information we maintain about you.

- **Right to Correct:** You may have a right to request that we correct inaccurate personal information we maintain about you.
- **Right of Portability:** You may have a right to receive a copy of the personal information we hold about you and to request that we transfer it to a third party, in certain circumstances and with certain exceptions.
- **Right to Opt out of Sale or Sharing or Targeted Advertising:** You may have a right to direct us not to "sell" or "share" your personal information or to opt out of the processing of your personal information for purposes considered to be "targeted advertising", as defined in applicable privacy laws.
- **Restriction of Processing:** You may have the right to ask us to stop or restrict our processing of personal information.
- **Withdrawal of Consent:** Where we rely on consent to process your personal information, you may have the right to withdraw this consent.
- **Appeal:** You may have a right to appeal our decision if we decline to process your request. You can do so by replying directly to our denial.

Managing Communication Preferences

We may send you communications relating to your enquiry, project request or quotation process. Where applicable, you may also receive marketing communications, from which you may unsubscribe at any time by using the unsubscribe option displayed in our emails to you. If you opt out, we may still send you non-promotional emails, such as those about your ongoing project requests or technical updates.

You may exercise any of these rights where indicated on our Site or by contacting us using the contact details provided below. We will not discriminate against you for exercising any of these rights.

Complaints

If you have complaints about how we process your personal information, please contact us using the contact details provided below. If you are not satisfied with our response to your complaint, depending on where you live you may have the right to appeal our decision by contacting us using the contact details set out below, or lodge your complaint with your local data protection authority.

International Users

Please note that we may transfer, store and process your personal information outside the country you live in. Your personal information as such may also be processed by staff and third party service providers and partners in these countries.

If we transfer your personal information out of Europe, we will rely on recognized transfer mechanisms like the European Commission's Standard Contractual Clauses, or any equivalent contracts issued by the relevant competent authority of the UK, as relevant,

unless the data transfer is to a country that has been determined to provide an adequate level of protection.

Contact

Should you have any questions about our privacy practices or this Privacy Policy, or if you would like to exercise any of the rights available to you, please call or email us at info@kershawfoulds.com or contact us at

Kershaw Foulds Limited,
3 Charmans Close,
Horsham,
West Sussex,
RH12 4HQ.

For the purpose of applicable data protection laws and if not explicitly stated otherwise, we are the data controller of your personal information.