



**FREE
2 YEAR
GUARANTEE
PARTS & LABOUR**

MAURICE LAY DISTRIBUTORS LTD (TRADING AS CAPLE) TERMS & CONDITIONS

Your Caple 2 Year Guarantee

Your new Caple appliance comes with a 24 month guarantee to cover repair or replacement in the event of an electrical or mechanical breakdown on condition that:

- » Evidence of the date of purchase (delivery note or receipt) is available at the time of repair, showing the appliance was purchased within 24 months prior to the date of the claim.
- » The appliance has been correctly installed in accordance with the information supplied with the appliance.
- » The appliance has only been used for DOMESTIC purposes; COMMERCIAL use is not covered by the guarantee.
- » The appliance has been used in accordance with the manufacturer's operating and maintenance instructions.
- » The appliance has only been repaired/maintained by one of our accredited service agents.

Exclusions

This guarantee does not cover:

- » Use outside the United Kingdom.
- » Calls to put right incorrectly installed appliances.
- » Damage resulting from transportation, neglect or improper use.
- » Damage or alterations carried out by parties other than a Caple authorised agent.
- » Accidental damage caused by foreign objects or substances.
- » Damage/faults to consumer replaceable items such as light bulbs, filters, light covers.
- » Damage as a result of routine maintenance, including cleaning and de-scaling.
- » Damage to removable glass/plastic parts.
- » Appliances installed for use in a commercial environment.
- » Appliances which are the subject of rental agreements.

Please note: In the event that (for whatever reason) we cannot replace the defective product with a new version of the same product, we reserve the right to provide a replacement product of the same or similar technical specification.

Where we supply a replacement product, we reserve the right to charge an appropriate monetary offset in respect of the period of proper and uninterrupted use already enjoyed.

As a consumer you have all your statutory rights in relation to the goods and those rights are not affected by this guarantee

How to claim

Contact Caple by telephone: 0117 938 7420 or via email: service@caple.co.uk



Privacy Policy

This is an important notice regarding your privacy and the way in which Maurice Lay Distributors Limited trading as Caple (referred to as "we", "our", "us" and "Maurice Lay" in this policy) collects and makes use of your personal data. We want to be open and transparent with you, and therefore encourage you to contact us if you have any questions about this policy or the ways in which we use your personal data.

This policy applies to our applicants, business contacts (including members of buying groups), client's and supplier's employees, consumers and third parties generally. We take our privacy responsibilities seriously and are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of applicable privacy legislation, the data controller is Maurice Lay Distributors Limited of Fourth Way, Avonmouth, Bristol, BS11 8DW. Our registered company number is 02070141.

Questions regarding this policy should be directed to our Data Protection Compliance Team who can be contacted at GDPR@mly.co.uk. The Data Protection Compliance Team is responsible for ensuring compliance with relevant data protection legislation and with this policy. Any questions about the operation of this policy or any concerns that the policy has not been followed should be referred in the first instance to the Data Protection Compliance Team.

1. What information do we hold about you?

We may collect, store and use personal data about you (referred to throughout this privacy policy as personal information):

APPLICANTS

- » Personal details such as your name, title, address, telephone number and e-mail address.
- » Recruitment information (including personal information such as copies of your right to work documents, your CV or cover letter which is sent to us as part of the application process).
- » Information provided to us by recruitment agencies or contractors in relation to your application for employment with us.

BUSINESS CONTACTS (INCLUDING MEMBERS OF BUYING GROUPS)

- » Contact details such as your name, title, telephone number and e-mail address.
- » Information that you provide or we collect during our interactions with you or your employer, such as how long we have done business with you or how long you have worked at your company.
- » Clients' and Suppliers' Employees
- » Your contact details such as your name, title, telephone number and email address.
- » Information that you provide or we collect during our interactions with you or your employer, such as how long we have done business with you or how long you have worked at your company.

CONSUMERS

- » Any personal information gathered during our product support calls including email and phone number.
- » Information gathered when providing spare parts.
- » Information stored when processing product warranties.

GENERALLY

- » Information gathered when you visit our office through our sign in process.
- » Any personal information you provide to us during your interactions with us.
- » Information gathered by cookies used on our website. Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse and also allows us to improve the way our website works. For detailed information on the cookies we use and the purposes for which we use them please refer to our Cookie Policy.
- » Other personal information you provide to us via our website or social media, for example, by using the "Contact Us" forms.
- » Personal information provided to us by the third party service providers we work with, for example, analytics providers and third party companies providing us with marketing assistance.

2. How will we use your personal information and what is the legal ground we rely on for doing so?

We will only use your personal information when the law allows us to. When we use your personal information, we must have a legal ground for doing so. The following are (amongst others) the legal grounds by which we can use your personal information:

- » Where you have provided us with your consent for us to do so;
- » Where we need to perform the contract we have entered into with you or to take steps to enter into a contract with you;
- » Where we need to comply with a legal obligation to which we are subject;
- » Where it is in pursuit of our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

More specifically, we will use your personal information in the following circumstances:

APPLICANTS:

To evaluate and progress your application for employment with us – to perform the contract with you or to take steps to enter into a contract with you, and in pursuit of our legitimate interests to verify your suitability for our vacancies.

- » To carry out right to work checks – to comply with a legal obligation..

BUSINESS CONTACTS (INCLUDING MEMBERS OF BUYING GROUPS)

Information required for product recall purposes – to comply with a legal obligation.

- » Your contact details - in pursuit of our legitimate interests to facilitate business between your organisation and ours.
- » Your contact details to provide you with further information on our products and services. This may include technical information and/ or marketing information – in pursuit of our legitimate interest (keeping you informed about our products, services and business updates).

CLIENTS' AND SUPPLIERS' EMPLOYEES

Your contact details – in pursuit of our legitimate interests to facilitate business between your organisation and ours.

- » Your contact details to provide you with further information on our products and services. This may include technical information and/ or marketing information – in pursuit of our legitimate interest (keeping you informed about our products, services and business updates).
- » Consumers
- » Information required for product recall purposes – to comply with a legal obligation
- » Your contact details – to perform the contract with you or to take steps to enter into a contract with you.

» GENERALLY

To ensure our premises are kept secure – in pursuit of our legitimate interests (in ensuring our premises are kept secure and to keep evidence of this).

- » Health and safety purposes – to comply with a legal obligation.
- » To administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes – in pursuit of our legitimate interests (to better understand how people interact with our website and solve any issues it may have).
- » To improve our website to ensure that content is presented in the most effective manner for you and your computer – in pursuit of our legitimate interests (to improve our content and your experience).
- » To transfer to third party service providers – in pursuit of our legitimate interests (in outsourcing for effectiveness and efficiency).
- » To contact you if we wish to use your information for a purpose not set out in this policy – to comply with a legal obligation.
- » Your contact details to provide you with information on our products and services. This may include marketing information – where you have provided us with your consent for us to do so.

3. What happens if there is a change of purpose?

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

4. Which type of third parties might we share your personal information with?

We require third parties to respect the security of your personal information and to treat it in accordance with the law. For example, where we instruct third party service providers, we carry out due diligence on those providers to ensure they treat your personal information as seriously as we do.

We may share your personal information with the following types of third parties:

- » Our clients where your information is stored in our product system suite.
- » Technical support providers, for example, assisting with our website.
- » Security companies testing, monitoring and maintaining IT security systems.
- » Service and installation engineers.

- » Recruitment agencies assisting us with filling our vacancies.
- » Logistic and installation partners.
- » Professional advisers such as lawyers, accountants and business analysts.
- » Providers which help us collate and organise information effectively and securely.
- » Providers which assist us with marketing.
- » Third party software hosting companies which provide us with software solutions.
- » Providers which host our servers in their data centres.
- » Providers which help us with payment solutions.

5. Data retention

How long will we use your personal information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for.

We assess the appropriate retention period for different information based on the size, volume, nature and sensitivity of that information, the potential risk of harm to you from unauthorised use or disclosure of that information, the purposes for which we are using that information, applicable legal requirements for holding that information, and whether we can achieve those purpose(s) through other means.

APPLICANTS

- » Where your application for employment with us is successful, we will provide you with further information as to how we use your personal information during the course of your employment.
- » Where your application for employment is unsuccessful, we will keep your personal information, such as your CV and application details, for 6 months.

BUSINESS CONTACTS (INCLUDING MEMBERS OF BUYING GROUPS)

- » The period we keep your personal information depends on a number of circumstances. For example where we have collected your personal information during the course of your and our organisations doing business, we will keep your personal information for as long as this business continues, or for as long as we have a commercial interest in holding your personal information, for example, with a view to doing business in the future.
- » Information required for product recall purposes will be kept indefinitely.

CLIENTS AND SUPPLIERS' EMPLOYEES

- » Where we have collected your personal information during the course of your and our organisations doing business, we will keep your information for as long as this business carries on, or for as long as we have a commercial interest in holding your personal information, for example, with a view to doing business in the future.

CONSUMER

- » We will keep your personal information for as long as we have a commercial interest in holding your personal information.
- » Information required for product recall purposes will be kept indefinitely.

GENERALLY

- » Visitors to our offices are required to sign and provide their name and company name on entry details of which will be stored for 14 days.
- » Where you use our website and one of our cookies are activated, that cookie will operate for the duration set out in our Cookie Policy.
- » If you have consented to receiving marketing information, we will keep your personal information for as long as we still have your consent.

6. Where we store your personal data

Electronic versions of your personal information are stored on our servers in the UK.

7. Rights of access, correction, erasure and restriction

Your rights in connection with your personal information

Under certain circumstances, by law you have the right to:

- » Request access to your personal information (known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- » Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- » Request the erasure of your personal information. This enables you to ask us to delete or remove personal information when there is no good reason for us continuing to process it. You also have the right to ask us to stop processing personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.

- » Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- » Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact our Data Protection Compliance Team in writing using the contact details set out at the beginning of this privacy policy.

8. No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

9. What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access any personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to another person who has no right to receive it.

10. Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact our Data Protection Compliance Team in writing using the contact details set out at the beginning of this privacy policy.

Where we are providing you with marketing information, you can also change your marketing preferences by using the unsubscribe button at the bottom of our marketing e-mails sent to you.

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so.

11. What happens if you fail to provide personal information?

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as providing you with our products or services), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of visitors to our premises).

12. Right to complain

You have the right to make a complaint if you wish to do so. The organisation with oversight of our processing is the Information Commissioner's Office, which can be contacted in writing at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, by telephone (0303 123 1113) or by e-mail (casework@ico.org.uk).

13. Changes to this privacy policy

We may change, modify, add or remove portions of this policy at any time, and any changes will become effective immediately.

Any changes we make to our privacy policy will be posted on this page and, where appropriate, notified to you.

Maurice Lay Distributors Limited.

Registered Office: Fourth Way, Avonmouth, Bristol, BS11 8DW

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