



## Privacy Policy

This page will be regularly updated to reflect how we use your personal data. This policy applies to clients, suppliers, partners, and employees. Employees are also encouraged to read our Data Protection Policy for more detailed information.

### **What Information Do We Collect About You?**

Personal data refers to any information that identifies you or can be linked to you directly—such as your name, address, phone number, or email address. We only collect the personal data that is necessary for our purposes.

We gather information when you contact us by phone, email, or through a contact form on our website. We may also collect data when you voluntarily complete surveys, provide feedback, or take part in promotions or offers. Additionally, we collect website usage information through cookies to enhance your browsing experience.

The personal data you may provide can include your name, title, address, employment status, demographic details, email address, phone numbers, a personal description, photographs, CCTV footage, opinions, attitudes, usernames, and passwords.

### **How We Use Your Information**

We collect your information to process orders, manage your account, and—if you've given consent—send you updates about products and services we believe may interest you. Your personal data will only be processed for legitimate purposes, in line with the General Data Protection Regulations (effective from 14th April 2025).

Muddy Steps Ltd will never share your information with other companies for marketing purposes. We will only share your data with trusted third parties when it is essential to delivering our services, and only where your privacy and data security are protected. As part of processing your order, we may share information with, or obtain data from, credit reference and fraud prevention agencies.

### **Marketing**

We may occasionally send you information about our products, services, or offerings from other companies within our group that may be of interest to



you. If you've previously agreed to receive marketing, you can opt out at any time. You have the right to stop us from contacting you for marketing purposes whenever you choose.

### **Access to Your Information and Corrections**

You have the right to request a copy of the personal information we hold about you. If you would like to receive a copy of some or all of this information, please email us at [musdystepsLtd@hotmail.com](mailto:musdystepsLtd@hotmail.com).

We are committed to ensuring your personal information is accurate and up to date. You may ask us to correct or remove any information you believe to be inaccurate.

### **Cookies**

Cookies are small text files stored on your computer that help collect standard internet log data and visitor behaviour information. We use this data to track how visitors use our website and to generate statistical reports on website activity. To learn more about cookies, visit [www.aboutcookies.org](http://www.aboutcookies.org). You can set your browser to refuse cookies or remove existing ones by following the instructions on that site. Please note that some website features may not function properly if cookies are disabled.

### **Other Websites**

Our website may contain links to external websites. Please note that this privacy policy applies only to our website. If you follow a link to another site, we recommend that you read their own privacy policies. We are not responsible for the content or practices of these third-party sites.

### **Changes to Our Privacy Policy**

We regularly review our privacy policy and will post any updates on this web page. This policy was last updated on **7th April 2025**. Please be aware that we are legally obligated to provide information to fraud prevention agencies, the police, or government authorities when required to do so.

### **How to Contact Us**

If you have any questions about this privacy policy or the information we hold about you, please contact us by email at [musdystepsLtd@hotmail.com](mailto:musdystepsLtd@hotmail.com).