



## WEBSITE COOKIES & PRIVACY POLICY

### 1. Introduction:

Claddex Limited is committed to providing customers with complete peace of mind that their data is being stored in the safest possible way, and that data is never sold to third parties. All customer data is encrypted and is only collected when necessary. Customer data is only passed on to third parties when absolutely necessary.

### 2. How we use your personal data and how we provide your personal data to others:

Claddex Limited only uses your personal data where necessary. The data we securely hold on file is; First Name, Surname, Email address, Contact number and site / invoice address.

The first name, surname and email address are only used for sending a quotation or informing customers about the fabrication/delivery status of an order. The invoice address is used for invoicing and the delivery address is used for arranging deliveries. The site address is also used to register for a warranty from our third part suppliers e.g. Marley Eternit.

The data we securely hold is given to us by our customers when they request a quotation or if they place an order with us. No banking information is kept. As soon as a payment has been taken, the customer banking information or card details are destroyed. (Documents are shredded) We have an Information Security Policy that is available upon request.

Your personal data (Delivery address and Phone number) are only given to third parties when absolutely necessary. For example, we will only send your contact information to suppliers or hauliers when they are making a delivery or registering for a product warranty.

Parts of your invoice address (House number and postcode) will be provided to Cardnet if we take a payment by card. However this can be avoided by paying by BACS or cheque.

The site address and contact number will be provided in the event that there are sub-contractors working on site. This is to ensure they find the site and can make contact with you if necessary.

**3. Retaining and deleting personal data:** All of our customers have a right to access or request that we delete their personal data. Please see our GDPR policy which explains this in more detail. Please see 5. Your rights. Please note that if you

request for all data we hold to be deleted it will limit our ability to provide aftersales support. Please contact us for more information.

4. **Amendments:** We will notify customers in the event of our privacy policy being changed.

5. **Your rights:** As a customer of Claddex Limited you have the right to the following;

Right to be informed about the data we hold about you on file.

Right to view all data we hold about you on file.

Right to rectify or alter data we hold about you on file.

Right to inform us that you want us to delete the data we hold about you on file.

Right to restrict us from processing your data.

Right to not be subject to automated data processing.

Right to receive all the data we hold about you in a CSV file to allow data portability.

Claddex Limited will grant the above rights within 30 days of the request being made.

In the event that we refuse to grant your request, you may report Claddex Limited to the ICO. Visit; <https://ico.org.uk/concerns/> or call the ICO on 0303 123 1113.

Claddex Limited will provide the information free of charge, however if we determine the request to be unfounded or excessive we reserve the right to charge for the data. Please contact us for more information.

6. **Our details:** Claddex Limited

Coombe Abbey Farm

Coombe Fields Road

Binley

Coventry

CV3 2SX

**Tel:** 02476 650 555

**Email:** [sales@claddex.co.uk](mailto:sales@claddex.co.uk)

## **COOKIE POLICY**

Last updated: (05/003/2018)

Claddex Limited uses cookies on this website.

By using the Service, you consent to the use of cookies.

Our Cookies Policy explains what cookies are, how we use cookies, how third-parties we may partner with may use cookies on the Service, your choices regarding cookies and further information about cookies.

## **What are cookies?**

Cookies are small pieces of text sent by your web browser by a website you visit. A cookie file is stored in your web browser and allows the Service or a third-party to recognize you and make your next visit easier and the Service more useful to you.

Cookies can be "persistent" or "session" cookies.

## **How Claddex Limited uses cookies**

When you use and access the Service, we may place a number of cookies files in your web browser.

We use cookies for the following purposes: to enable certain functions of the Service, to provide analytics and to store your preferences.

We use both session and persistent cookies on the Service and we use different types of cookies to run the Service:

- Essential cookies. We may use essential cookies to authenticate users and prevent fraudulent use of user accounts.

## **Third-party cookies**

In addition to our own cookies, we may also use various third-parties cookies to report usage statistics of the Service, and so on.

## **What are your choices regarding cookies**

If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.

## **Where can you find more information about cookies?**

You can learn more about cookies and the following third-party websites:

- AllAboutCookies: <http://www.allaboutcookies.org/>