



## **Clayton Glass Ltd Privacy Policy**

At <http://www.claytonglass.co.uk> (our “site”) we take your privacy very seriously and treat all your personal data we collect in accordance with this policy. 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. By using our site you are agreeing to the collection and processing of your personal data as set out in this policy.

### **Information About Us**

For the purpose of the Data Protection Act 1998 (the “Act”), the data controller is Clayton Glass Ltd (we, our, us).

As you move around our site we will collect information about your visit, such as which pages you visit, how often you visit and what links you click on.

This will include technical information such as Internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, operating system and platform and information about your visit such as the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time) products you viewed or searched for page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse\overs), and methods used to browse away from the page and any phone number used to call our customer service number.

We may also receive information about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you when we collected that personal data that it may be shared internally and combined with personal data collected on this site for the purposes set out in this policy, including helping us to build a profile of you to get to know you better. We are also working closely with third parties (including, for example, business partners, sub\contractors in technical, payment and delivery services, analytics providers, search information providers) and may receive information about you from them.

We may monitor, record, store and use any telephone, email or other communication with you in order to check any instructions given to us, for training purposes, for crime prevention and to improve the quality of our customer service.

We may use the personal data we collect about you on an anonymised basis to create statistics and anonymized information which we then share with third parties including ad networks, search engines and analytics providers.

## **Marketing**

We want to keep you informed about all our products, promotions and news, and where you have indicated you are happy to receive marketing by email we will keep in touch with the latest news.

If you are an existing customer, we will contact you by email with information about products and services similar to those which you have already purchased from us.

If you have not made a purchase from us, and where we permit selected third parties to use your data, we (or they) will contact you with marketing if you have consented to this.

[We may also send updates and marketing from our selected third parties about their products, promotions and news to you on their behalf.]

You can change your mind about what marketing you receive at any time by contacting us quoting your full name, address and postcode or by writing to: Clayton Glass Ltd, Unit 8G, Harelaw Industrial Estate, Stanley, Co Durham, DH9 8UX.

## **Disclosures**

We may disclose your personal data to third parties:

- in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets
- if Clayton Glass Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements or to protect the rights, property, or safety Clayton Glass Ltd our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We may disclose your personal data to our service providers who operate elements of our site service and process personal data on our behalf. These may include businesses who provide technology services such as hosting for our servers and email distribution, and business partners who provide delivery fulfilment services. We may also disclose your personal data to our supply and delivery partners for the purpose of processing and fulfilling your order. Where such disclosures are made, this will be under contractual arrangements with us and carried out in accordance with the requirements of the Act.

In assessing your request for goods or services, we may use your personal data for the purposes of the prevention and detection of fraud. At all times where we disclose your personal data it will remain secure.

### **Where We Store Your Personal Data**

The personal data that we collect from you is stored on secure information technology systems located in the EEA which are operated by us or on our behalf by third parties. Some data processing in relation to web and email services and delivery of any products ordered by you is carried out on our behalf by a third party. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your personal data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data transmitted to our site, any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

### **Protecting Your Information**

Our site uses up-to-date industry procedures to protect your personal information. We also protect the security of your data during transmission using Secure Sockets Layer (SSL) encryption software. We may vary this in the future if we feel you will benefit from greater security whilst using our site.

We have appropriate security measures in place in our physical facilities to protect against the loss, misuse or alteration of information that we have collected from you via our site.

### **Cookies**

Our site uses cookies, as almost all websites do, to help provide you with the best experience we can. For more information please see our Cookies Policy at [www.claytonglass.co.uk](http://www.claytonglass.co.uk)

### **Third Party Services**

We may from time to time make available through our site certain services provided by third parties. To gain access to these services, you must register with these third parties and deal with them direct. Please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

### **Your Rights**

The Act gives you the right to access personal data held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10. You can exercise this right at any time by contacting us at Clayton Glass Ltd, Unit 8G, Harelaw Industrial Estate, Stanley, Co Durham, DH9 8UX.

If you believe your details are incorrect you can amend your details by contacting us at Clayton Glass Ltd, Unit 8G, Harelaw Industrial Estate, Stanley, Co Durham, DH9 8UX.

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

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email.

### **Contact**

If you have any questions, comments or requests regarding this Privacy Policy, we will be happy to answer them. Please contact us.

Please remember to include your name, address and postcode along with any correspondence reference you may have including your order reference number if you have one.