

Introduction

Stentorgate Ltd takes your privacy seriously. This privacy policy describes how and why we obtain, store and process data which can identify you. We may update this policy from time to time and shall indicate on the web site when changes have been made.

The Information we collect

Information is collected from you when you: phone or email us or, when using the Stentorgate website, you: register with us, contribute to or use some of the advanced features on the website. The information we collect is clearly set out on the web page on which we collect it. For example see our '**Contact Us**' web page. In addition, we may collect your IP address and use cookies unless you configure your web browser not to accept them.

When you send us an enquiry or purchase from us, we may ask if you would like to opt in to receive marketing communications in relation to our products and services.

We collect: email address and contact name, from your contribution to the Stentorgate website, and, by direct contact (email, phone, fax): name, organisation, phone number, email address, address, billing address, VAT number (if applicable).

Why we collect it

We collect information about you so that we can: process your orders, deliver products, process payments, personalise your use of the site, assist your use of the site and improve the site generally. Depending upon your selections we may arrange for you to be sent information about products and services from us.

Who we disclose it to

- a) Like you, we hate spam and junk mail. We will not sell your information to marketing companies.
- b) We will only pass on information about you as an individual to third parties to enable us to perform services requested by you or with your prior consent.
- c) If you give your consent, we will pass your contact details to third parties who may then occasionally send communications to you to provide information, offers and services that may be of interest to you. We strongly advise you to review the Privacy Policy and terms and conditions of every site you visit.
- d) In certain circumstances we may need to disclose information about you if you breach this privacy policy or if you breach the Terms and Conditions. We may also disclose or access your account if required to do so by law or by any Governmental body.
- e) We will only pass on information about you as an individual to third parties overseas to enable us to perform services requested by you

Security

We store personal information on secure servers that are managed by us and our service providers, and occasionally hard copy files that are kept in secure locations

Keeping information about you secure is very important to us and certain sections of the site may encrypt data using SSL or a comparable standard. However, no data transmission over the Internet can be guaranteed to be totally secure. As a result, whilst we strive to protect your personal information, we cannot ensure or warrant the security of any information which you send to us, and you do so at your own risk.

Retention Time

We will keep hold of your data for no longer than necessary. The length of time we retain it will depend on any legal obligations we have (such as tax recording purposes), the nature of any contracts we have in place with you, the existence of your consent or our legitimate interests as a business.

If you no longer want us to use your personal information or to provide you with services, you can request that we erase your personal information. Please note that if you request the erasure of your personal information we will retain information from deleted accounts as necessary for our legitimate business interests, to comply with the law, prevent fraud, collect fees, resolve disputes, troubleshoot problems, assist with investigations, enforce the terms of service and take other actions permitted by law. The information we retain will be handled in accordance with this policy.

Accessing and updating your personal information

We will always let you have a copy of personal information we have about you, should you request it, and you may correct it if you wish. Instructions about how to do this are available from: webmanager@stentorgate.co.uk