

Privacy Policy

What type of information do we collect?

The type of personal information we collect from our customers and site visitors, are email, name, IP addresses, billing details, etc. Collected information may be provided by the customer and users of our website or collected automatically through monitoring tools.

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, communications); payment details (including credit card info

How do we collect information?

We collect our customers and site visitor's personal information through our contact forms, when our customers purchase a product from our store or when our customers subscribe to our mailing list or join our member's area.

When we conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

Why do we collect such personal information?

We collect our customers and site visitors' personal information (PI). For example - we collect email addresses for our marketing campaigns, or our customer's addresses for shipping purposes.

We collect such Non-personal and Personal Information for the following purposes:

- 1. To provide and operate the Services;***
- 2. To provide our Users with on going customer assistance and technical support;***
- 3. To be able to contact our Visitors and customers with general or personalized service-related notices and promotional messages;***
- 4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;***
- 5. To comply with any applicable laws and regulations.***

How do we store, use, share and disclose our customers and site visitors' personal information?

Our Company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you our customers and site visitors. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensures the secure handling of credit card information by our store and its service providers.

How do you communicate with your site visitors?

We communicate with our customers and site visitors through (e.g. email, text message, etc.) for the purpose of (e.g. marketing campaigns, promotions, updates, etc.). Our contact with our customers and site visitors are made through personal information that is collected on our website. If you wish to opt out from receiving any such messages please email – jane@brentwooddelivery.co.uk

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How do we use cookies and other tracking tools?

Our website tracks information through the use of cookies, to enhance your experience with us.

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

| Cookie name | Life span | Purpose |
|--------------------------------------|-------------------|---------------------------------|
| svSession | Permanent | Creates activities and BI |
| hs | Session | Security |
| incap_ses_\${Proxy-ID}_\${Site-ID} | Session | Security |
| incap_visid_\${Proxy-ID}_\${Site-ID} | Session | Security |
| nlbi_{ID} | Persistent cookie | Security |
| XSRF-TOKEN | Persistent cookie | Security |
| smSession | Two weeks | Identify logged in site members |

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information, which you provide whilst visiting such sites and this privacy statement does not govern such sites. You should exercise caution and look at the privacy statement applicable to the website in question.

How can our customers and site visitors' withdraw their consent?

You can withdraw your consent for collection of personal information at any time.

If you don't want us to process your data anymore, please contact us at

Email: jane@brentwooddelivery.co.uk

Or

Send us mail to: 1 The Bungalows, Magpie Lane, Brentwood, Essex, CM13 3DZ

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- **Internal record keeping.**
- **We may use the information to improve our products and services.**
- **We may periodically send promotional emails about new products, special offers or other information, which we think you may find interesting using the email address, which you have provided.**
- **From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, or mail. We may use the information to customise the website according to your interests.**

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Questions and your contact information

Contact us

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at

Email: jane@brentwooddelivery.co.uk

Or

Send us mail to: 1 The Bungalows, Magpie Lane, Brentwood, Essex, CM13 3DZ

