



3 Ruishton Lane Cottages, Taunton TA3 5JR  
Mobile: 07791 180193 - Telephone: 01823 442778

## **Privacy Policy**

This privacy policy sets out how Glowing Stoves uses and protects any information that you give Glowing Stoves when you use this website or services.

Glowing Stoves is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Glowing Stoves may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 30 January 2018.

## **What we collect**

We may collect the following information:

- Name
- Address
- Telephone number
- Email address

## **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:

- Call you to reply to your initial enquiry
- Use information for quotes
- Email regarding annual chimney sweeping services
- Internal record keeping

BACS Details

Account Name: Glowing Stoves - Account No: - Sort:

Tel: 07791 180193 - Email: [Info@glowingstoves.co.uk](mailto:Info@glowingstoves.co.uk) - Web: [www.glowingstoves.co.uk](http://www.glowingstoves.co.uk)





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## **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 procedures to safeguard and secure the information collected either at an event or online.

## **Website Cookies**

An HTTP cookie is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. The cookies collect information in an anonymous form. We do not use cookie information for any other reason than recording traffic and helping us improve the website. Cookies can help us view user's browsing activity on our website. Including buttons pressed, pages visited, time spent on pages etc). We can look at user's keywords searched on Google and other search engines, this allows us to focus text and keywords on our website.

## **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 such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

We will never sell, distribute or lease your personal information to third parties. We will only pass on your personal information if we are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please contact us with your request.

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If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.

### **E-communications**

You will be able to stop these at any time by emailing us or by clicking the unsubscribe link within marketing emails.

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