Fibreglass Supplies Limited

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PRIVACY POLICY

Fibreglass Supplies Limited are committed to maintaining the trust and confidence of our customers and visitors to our website. We’d like you to know that we never sell or share your personal information with other companies for marketing. In this Privacy Policy we provide detailed information about when and why we collect your personal information, how we use it, how we keep it secure and the limited circumstances under which we might disclose it to a 3rd party.

**Security**
Fibreglass Supplies Limited secures your personal information from unauthorized access, use or disclosure. Fibreglass Supplies Limited secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. **We do not store Customer Credit Cards Details.**

**Cookies**
The Fibreglass Supplies Web site use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Fibreglass Supplies pages, a cookie helps Fibreglass Supplies to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Fibreglass Supplies Web site, the information you previously provided can be retrieved, so you can easily use the Fibreglass Supplies Limited features that you customised. Cookies may also be used for features such as placing items in your shopping cart etc.

You have the ability 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. If you choose to decline cookies, you may not be able to fully experience the interactive features of Fibreglass Supplies Services or Web sites you visit.

**Google Analytics**
When someone visits www.fslplymouth.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. We also use some analytics provided by Smartsupp who supply our live chat software. Their privacy policy can be read here:

**Information Sharing**
We share details such as your delivery address and order notes you may have given us with our couriers in order for them to fulfil the delivery. Our payments are processed by Paypal and we encourage you to review their privacy statements.
**Phone and trade counter payments are processed by Payment Sense Card Services and your payment details are not retained by us.**

**Access to your Information**
We retain order information in order to analyse our sales and to improve convenience for your future orders. You are entitled to view, amend, or delete the personal information that we hold. Email your request to nick@ecfibreglasssupplies.co.uk

Our privacy policy is reviewed annually.