

Privacy Policy

This privacy policy has been compiled to better serve those who are concerned with how their personal information is being used online. Personal information can be used to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website and newsletter signups. We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons, so we recommend reviewing it occasionally.

What personal information do we collect from users that visit our website?

When you visit the website, we automatically collect certain information about the way you browse our website and your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device.

We also automatically collect information about how you browse the website, which pages you visit and generally how you interact with our website. Additionally, as you browse the website, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the website, and information about how you interact with our website. We refer to this automatically-collected information as “Device Information.”

When do we collect information?

We collect information from you when you browse our website, subscribe to a newsletter, fill out a form, use Live Chat or enter information on the forms of our website. We refer to this information as “Enquiry Information”.

We collect enquiry information from you such as your name, email address, phone number, website and country of origin.

How do we use your information?

We use information from signups for our newsletter, survey responses or marketing communication, website surfing, or use certain other website features in the following ways:

- To personalize your experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To improve our website in order to better serve you.
- To allow us to better service you in responding to your customer service requests.
- To send periodic emails regarding your order or other products and services.
- To follow up with you after correspondence (live chat, email or phone inquiries)

About cookies on our website

Cookies are small files that a website or its service provider transfers to your computer's hard drive through your web browser (if you allow) that enables the website's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us report and improve our products, and improve user experience on the website. They are also used to help us understand your preferences based on previous or current website activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about website traffic and website interaction so that we can offer better website experiences and tools in the future.

We also use trusted third-party services that track this information on our behalf (Hubspot and Google Analytics).

Turning off cookies

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You can do this through your browser settings. Since each browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, it will not affect the user's experience.

How do we protect your information?

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our website as safe as possible.

We use regular Malware Scanning

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential.

We implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information.

Third-party disclosure & Information Sharing

As a business to business provider, we will often share your data with an affiliate distributor in order to fulfil customer requests, such as to purchasing products. This is the only instance where we will share customer data.

Otherwise, we do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when its release is appropriate to comply with the law, enforce our website policies, or protect ours or others' rights, property or safety.

Email Communications

We collect your email address in order to:

- Send information, respond to inquiries, and/or other requests or questions
- Process orders and to send information and updates pertaining to orders.
- Send you additional information related to your product and/or service
- Market to our mailing list or continue to send emails to our clients after the original transaction has occurred.

If at any time you would like to unsubscribe from receiving future emails:

Follow the instructions at the bottom of each email and we will promptly remove you from **ALL** correspondence.

Also if you want to change your personal information at any time, you can do so:

- By emailing us
- By chatting with us
- Re-filling out contact/enquiry forms

Contacting Us

If there are any questions regarding this Privacy Policy, you may contact us using the information below:

spc@stephensongroup.co.uk

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