

UNIVERSAL

LIGHTING SERVICES LTD

Privacy and Cookies

1.0 Introduction

1.1 This privacy notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we use, store and handle that data, and keep it safe. There is a lot of information here, but we want you to be fully informed about your rights, and how Universal Lighting Services Ltd uses your data.

1.2 The law that applies to how we use cookies and technologies for storing information on your computer or mobile device is covered by new European legislation. The GDPR (General Data Protection Regulation) sets out how we must handle your sensitive personal information.

1.3 The information contained within this article will ensure that we are open, honest and transparent in our dealings with you and how we respect your privacy whilst you are using our site or purchasing from us. Please be assured that we never share any of your personal or other information with anyone else. We know that you expect nothing less.

1.4 Legal Basis: The law on data protection sets out a number of different reasons for which a company may collect and process your personal data.

1.5 In specific situations, we can collect and process your data with your consent, for example, when you tick a box to receive email newsletters. When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

1.6 In certain circumstances, we need your personal data to comply with our contractual obligations: For example, if you order an item from us for home delivery, we'll collect your address and contact details to deliver your purchase, and pass them to our courier.

1.7 If the law requires us to, we may need to collect and process your data. For example, we can pass on details of people involved in fraud or other criminal activity affecting us to law enforcement agencies.

1.8 In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests. For example, we may use your purchase history to send you or make available personalised offers.

2.0 Cookies

2.1 A cookie is a tiny unique-to-you text file that is stored on your computer when you visit our website. At Universal Lighting Services Ltd we use cookies to keep track of what you put in your basket and to remember you when you return to our site.

2.2 To order a product on our website you will need to have cookies enabled. If you do not have cookies enabled you can still browse our products but you will need to place your order by telephoning 0151-650-2138. Most web browsers will have cookies enabled depending on your privacy settings but you can either enable or disable them within your browser should you so wish.

2.3 Please note that a cookie cannot harm your computer and contains no personally identifiable information such as your name or payment details.

2.4 All Internet browsers give the user the option of enabling or disabling cookies. There are many different browsers in use and each will vary slightly from the other. In general, for computers running Windows it can be found by clicking on tools, then options or Internet options on the browser toolbar. For Mac computers it can generally be found in the 'Preferences' tab.

Please note: If you disable cookies within your browser you may be unable to purchase any products on our website.

2.5 Further information about cookies and how to manage them can be found by following this link to the [Information Commissioners office](#) (link opens in new window).

3.0 When We Collect Personal Data

- When you visit our website and buy products using your account online.
- When you create an account with us.
- When you make an online purchase and check out as a guest when we collect transaction-based data.
- When you purchase a product in our shop or by phone.
- When you contact us by any means with queries, complaints etc.
- When you ask one of our team to email you information about a product.
- When you comment on or review our products and services.

4.0 Information We Collect

- If you have a web account with us: your name, billing and delivery address, orders, invoices, email and telephone numbers and details of your interactions with us through your customer history. We also keep an encrypted record of your login password.
- If you checkout as a guest we collect your name, billing and delivery address, order details, invoice, email and telephone numbers. We collect notes from our conversations with you, details of any complaints or comments you make, details of purchases you have made, items viewed or added to your basket and how and when you contact us.

- Information gathered by the use of cookies in your web browser.
- Your comments and product reviews.
- Your image may be recorded on CCTV when you visit our showroom.

5.0 Use of your information

5.1 We use cookies to keep track of what you put in your basket and to remember you when you return to our site. We use the information gathered by cookies to collect statistical information such as new visitors, returning customers, to track items placed in the basket and any subsequent purchases. In addition, we use the information collected to analyse the most visited pages, articles and products on our site.

5.2 We may use your personal information to contact you by email, mail or telephone to let you know about our products or promotions if you give us express permission so to do.

5.3 We do not use any third-party cookies and we only share your details with our overnight courier for your delivery. In addition, we do not track your web usage once you have left our site.

5.4 We do not store any personal financial information about our customers. All payments are routed through a third party payment processor using a certified and encrypted secure connection.

6.0 How We Protect Your Information

6.1 Data security matters to us and we know how much it matters to all our customers. We treat your data with the utmost care and take all appropriate steps to protect it.

6.2 All interactions on our website are secured and certified by the very latest encrypted 'https' technology.

6.3 We own our own server and do not store any information in a third-party cloud. Our server sits behind a state-of-the-art firewall to prevent unauthorised access and all information is protected by SSL encryption.

7.0 How Long Do We Keep Your Data

7.1 We keep it for as long as is necessary for the purpose for which it was collected. At the end of that period, your data will be deleted completely or anonymised, for example, so that it can be used in a non-identifiable way for statistical analysis and business planning.

7.2 When you make an online or in-store purchase, we keep your data for a period of ten-years. This enables us to provide you with customer support in relation to your warranty, spare parts or on-going technical advice.

8.0 Who Do We Share Your Data With

8.1 We never disclose your personal information or share it with anyone except under the following circumstances:

8.2 We will provide our delivery courier with your name, address, email and contact number in order to facilitate delivery of your purchase unless you are collecting your purchase from us.

8.3 If your purchase is being delivered directly from the manufacturer, we provide them with your name, address and contact number in order to facilitate delivery of your purchase by them.

8.4 We never sell personal information, or pass it to third parties for marketing purposes under any circumstances.

9.0 What Rights Do You Have

9.1 Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

9.2 You have the right to access the personal information held about you. To obtain a copy of the personal information we hold about you, please send your request in writing to:

Data protection

Universal Lighting Services Ltd

Priory Street

Birkenhead

Merseyside

CH41 5JH

10.0 Your Privacy

10.1 In conclusion, you can be assured that the data contained in the cookie that we place on your computer does not contain any of your personal information.

10.2 You can shop with us in absolute confidence, in the certain knowledge that we will not sell or share your details and that your privacy is protected at all times.

Last updated 25th April 2018