

WHAT INFORMATION DO WE COLLECT & WHAT DO WE DO WITH IT?

Information we may collect includes:

- Contact information including name, address, email address and telephone number
- Demographic information such as location, preferences and interests

We collect this information to process your order and for us to contact you back when filling out our online contact forms.

We do not use any marketing strategies using your personal information. We do not collect or share any information about you without your permission. The information that you provide will only be used for the purposes that you have specified. You can request us to change and delete your personal information from our records at any time. We store your data on a secure database that can only be accessed by our authorised staff.

In processing your order we will require payment information this is not done through our website Speedy Cables does not retain any payment card information. Our policy is to ask for payment card information once an order is complete and prior to despatching the goods. The payment card information is put onto a slip, the payment is taken and then the slip is destroyed. The payment card number is also erased from the receipt.

LINKS TO OTHER WEBSITES

This website contains links to other websites of interest. Once you have used these links to leave our site, we have no control over the website you have left to. This privacy policy only applies to this website so, when you access another website you should read their policy.

THIRD PARTIES

We use third parties to help us conduct some of our business, such as shipping. We will only give these companies your information for the purpose that you have specified. They are not permitted to use the data in any other way.

SECURITY FEATURES

The Speedy Cables database of customer information is stored on a secure server and internal procedures have been created to protect your information from intruders. Our website is maintained on a regular basis by our experts and latest security features.

CHILD PRIVACY

Children are safe at our website. We do not intentionally attract children under 13, and if a customer is found to be under 13, we will delete any personally identifiable information that they have shared with us.

SALE OF PERSONAL INFORMATION

We do not sell or rent personal information to anyone.

CHANGES TO PRIVACY POLICY

We reserve the right to update this privacy policy at any time. Changes will be highlighted in this area with notification regarding the date of the update. Any choices you have made about how your information may be used will continue to be respected in the event of such a change. This policy was last updated on the 24th May 2018

HOW WE USE COOKIES

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.

COOKIES WE COLLECT

Cookie	Purpose
_ga - Google Analytics	These cookies are used to track user information so that we can compile reports on website statistics and help to improve our website
_gid - Google Analytics	
YouTube	We embed YouTube videos on our website. See YouTube privacy policy for more details
Cerber_groove	Security protocol to protect our website from spam or malicious code
Performance/Functionality	We use these cookies to provide our visitors with the best possible experience when visiting our site

ACCESSING INFORMATION & REPORTING PROBLEMS

You have the right to request a copy of the information that we hold about you. We want to make sure the information we hold about you is up to date if you want to remove or update your information then please contact us on the details below.

Please contact us if you need to report a problem. You can submit your issue via email, postal mail or phone. We will investigate your issue and respond promptly.

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