



DURN HOUSE

Privacy Policy

Personal information is private.

Durn House is committed to preserving the privacy of all visitors to our website at www.durnhouse.co.uk. Please read the following privacy policy to understand how we use and protect the information that you provide to us.

By registering or placing an order on or via this website, you consent to the collection, use and transfer of your information under the terms of this policy.

Information that we collect from you:

When you visit, register, contact or order products or services on www.durnhouse.co.uk you may be asked to provide certain information about yourself including your name, contact details and credit or debit card information.

We may also collect information about your usage of our website as well as information about you from messages you post to the website and e-mails or letters you send to us.

To maintain customer service standards and to assist staff training, we may record and monitor incoming calls.

Use of your Information:

Your information will enable us to provide you with access to all parts of our website and to supply the goods or services you have requested. It will also enable us to bill you and to contact you where necessary concerning your orders. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business.

We may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the website or our services.

Further, where you have consented, we might also use your information to let you know by email about other products and services which we offer which may be of interest to you. If you change your mind about being contacted in the future, please let us know.



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Disclosure of your Information:

The information you provide to us may be accessed by or given to third parties some of whom may be located outside the European Economic Area who act for us for the purposes set out in this policy or for other purposes approved by you. Those parties may process information, fulfil and deliver orders, process credit card payments and provide support services on our behalf. We may also pass aggregate information on the usage of our website to third parties but this will not include information that can be used to identify you.

Finally, if our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners. Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that your information is used by third parties in accordance with this policy.

Unless required or permitted to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Subscribing to Durn House:

If you subscribe to Durn House, then we will simply retain your name and email address, which will be added to the Durn House mailing list of your choice, giving details of new products, competitions, promotions and offers.

Security and Data Retention:

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

Use of cookies on the Durn House website:

We do use cookies on our website to enhance your user experience with us. A cookie is a text file which contains information relating to your web journey and behaviour. It is stored in your web browser to enable us to personalise your experience next time you visit our website.

Cookies are extremely useful as they can quicken up the web journey for you and can also allow a website to recognise a user's device.

Listed below, is an outline of the cookies used on our website. If you would like any further information, we recommend the following source:



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http://www.ico.gov.uk/for_organisations/privacy_and_electronic_communications/the_guide/cookies.aspx

Necessary cookies to allow your customer journey:

Some cookies are essential to your web journey to enable you to access secure parts of the website, this would include making an online booking, taking an e-payment or an online enquiry. Without cookies, you would be unable to do these purchases online.

Analytical tracking cookies to allow us to improve your experience:

Our tracking cookies collect information anonymously about how you browse and use our website, what pages you visit, how you entered the site and where you left it. This data is anonymous and not specific to you yet helps us to make improvements to your web experience by identifying pages where more visitors may be exiting the website or where visitors may be struggling to find necessary information.

Marketing cookies to measure performance:

Our marketing cookies allow us to measure the effectiveness of our online marketing campaigns, for example our email marketing. They collect data anonymously of general visit patterns and trends to understand the likes and dislikes of our consumers. They are also used to target you with relevant information specific to your browser activity and which pages you visit on the website.

Managing your cookies:

You will be able to use the Help menu bar on most browsers to get information on how to block or prevent cookies. This will give you information on how to disable cookies altogether, however it should be noted that this will stop you being able to do simple e-commerce functions via the Durn House website and we strongly recommend that you leave your cookies enabled, so that we can continue to help evolve websites and your user experience.

Changes to our Privacy Policy:

Any changes to our privacy policy in the future will be posted to the website and, where appropriate, through e-mail notification.

Contact:

All comments, queries and requests relating to our use of your information or about our privacy policy are welcomed and should be addressed to enquiries@durnhouse.co.uk. All information is retained on our secure servers.