

Privacy Policy

Privacy Policy Charcroft Electronics Ltd. Issue Date – May 2022.

At Charcroft Electronics Ltd (referred to as “Charcroft Electronics”, “we”, “us”, “our”), we understand that your privacy is important to you and that you care about how your information is used and shared. We respect and value the privacy of everyone that visits our website or contacts Charcroft (i.e. telephone, post and email) and only collect and use information in ways that are useful to you and in a manner consistent with your rights and our obligations under the law, including the General Data Protection Regulation (GDPR).

Questions regarding this Privacy Policy should be directed to dataprotection@charcroft.com.

What Does Charcroft Do to Protect Your Personal Data?

Charcroft Electronics Ltd always aim to deliver the highest level of service and security to our customers and our website has been specifically designed with security in mind.

We only keep your data if we have a valid legal reason to do so and will only keep it for as long as we need to in order to fulfil our contractual or legal obligations or for as long as we have your permission to keep it. We will conduct a regular review to determine if we need to keep your data. Your data will be deleted if we no longer need it to maintain our obligations or if you have requested that we delete it.

In order to ensure the security and protection of your personal details whenever you submit any sensitive information such as credit card number and account details, we do not store this information anywhere. We do not accept credit card information via emails. We use a third-party merchant service for any payments.

Your Online Account Information and Online Personal Profile are password-protected so that you and only you have access to this personal information. We recommend that you do not divulge your password to anyone.

Charcroft will never ask you for your password in an unsolicited phone call or in an unsolicited email.

What Information Do We Collect?

We collect information about you when you “opt in” to the e-mail communications offered in the “Subscribe to Charcroft Intelligence”, complete a form on our website or when you place an order with us for our products or services. We also collect information when you voluntarily email us or contact us by telephone. Website usage information is collected using cookies.

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Charcroft Electronics Ltd
E sales@charcroft.com T 01591 610408 W charcroft.com
Dol-y-Coed Llanwrtyd Wells Powys LD5 4TH

How Will We Use the Information About You?

We will use this information to provide the products or services requested, to process your order, manage your account, respond to communications from you and, if you agree, to email you about other products and services that we think may be of interest to you.

We will not share your information for marketing purposes with companies outside of our organisation.

Marketing

With your permission we would like to send you information about our products and services, together with details of news and industry updates that we think will be of interest to you. You may “opt in” to the e-mail communications offered in the “Subscribe to Charcroft Intelligence” section of the site. We may use your data to contact you by email, telephone, text message and by direct mail. You may opt out at any time.

If you no longer wish to be contacted for marketing purposes, you can opt out of our email communications by clicking the unsubscribe link at the footer of any email you receive from us. You may also “opt out” of the e-mail communications offered in the “Subscribe to Charcroft Intelligence” section of the site. E-mails that confirm business transactions will always be sent to you.

Access to Your Information and Correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some, or all of your personal information, please email us at dataprotection@charcroft.com. We may make a small charge for this service.

We want to ensure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are text files placed on your computer to collect standard internet information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

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Company Registration number: 1181853 England VAT Number GB104 5791 80

Other Websites

Our website contains links to other websites. This privacy policy only applies to this website. So, if you follow a link to other websites you should read their privacy policy.

Changes to Our Privacy Policy

We will keep our privacy policy under regular review and will place any updates on this web page. This privacy policy was last updated on the 17th May 2018.

Contact Us

If you have any queries concerning this Privacy Policy, your personal information or any questions on our use of the information, please email us at dataprotection@charcroft.com or write to us: Charcroft Electronics, Dol-y-Coed, Llanwrtyd Wells, Powys LD5 4TH.

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