



This privacy policy covers what data we collect from users of this website, how we collect it, what we use it for, and how we protect it. It also covers our interactions with third parties, our email practices, and the steps we take to ensure GDPR compliance.

If you are looking for more information or have any questions about the information on this page, enquiries can be made through our contact information found easily throughout this website.

Your data

What data do we collect?

When using certain features of this website you might be asked to enter your full name, email address and telephone number. Sometimes we ask for additional data – such as your age or postal address – though we will explain our reasons for requesting this whenever we do.

Do we use cookies?

Yes, we use cookies. You can find out more information about how we use them on our website.

When do we collect data?

We collect data from you if or when you register on this site, place an order, subscribe to a newsletter, respond to a survey, fill out a form, use live chat, open a support ticket, provide us with feedback on our products or services, and through the use of cookies.

Sometimes we collect data from you in other ways, though we will make it clear when we are doing so and explain our reasons for collecting data in this way whenever we do.

How do we use your data?

We use the data we collect from you in the following ways:

- To allow us to better respond to customer service requests.
- To follow up after correspondence (live chat, email or phone enquiries).
- To quickly process transactions.
- To request ratings and reviews of services/products.
- To improve this website.
- To market to our mailing list or continue to send emails to our clients after the original transaction has occurred.
- To administrate contests, promotions, surveys or other site features.

How do we protect your data?

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

Any data you provide 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 data confidential.

We implement a variety of security measures when a user places an order, enters, submits, or accesses their data to maintain the safety of that data.

All financial transactions are processed through a gateway provider and are not stored or processed by us.

Third parties

Third-party disclosure

We do not sell, trade, or otherwise transfer personally identifiable data to outside parties unless we have provided users with advance notice and received their consent.

This does not include our website hosting partners and other parties who assist us in operating this website, conducting our business, or serving users – so long as those parties agree to keep this data confidential.

We may also release data when its release is appropriate to comply with the law, enforce site policies, or protect others' or our rights, property or safety.

Non-personally identifiable user data may be provided to other parties for marketing, advertising, or other uses.

Third-party links

Occasionally we may include or offer third-party products or services on this website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of this site and welcome any feedback about these links.

Email practices

When we collect your email address, we may use it to do some or all of the following:

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

When sending email, we agree to the following:

- Not to use false or misleading subjects or email addresses.
- Identify the message as an advertisement (if it is so) in a reasonable way.
- Monitor third-party email marketing services (if used) for compliance.
- Allow users to unsubscribe either by reply, or by the use of a link at the end of each email.
- Honour opt-out/unsubscribe requests quickly.

GDPR compliance

In order to be compliant with the General Data Protection Regulation (GDPR) on this website we take the following steps:

- We ask you to consent to the collection, storage and use of your data before we collect it.
- You can obtain confirmation from us as to whether your data is being stored and/or used. If your data is being stored and/or used, you can obtain an electronic copy of your data for free.

- An electronic copy of your data, when requested, will be made available in a format suitable for transferal across different IT environments.
- When your data is no longer relevant to its original purpose, we will erase it and cease its use by us (as outlined in our privacy policy) on request.
- In the event of a data breach, we will notify users within 72 hours.

All enquiries related to GDPR can be made through our contact information found easily throughout this website.

Contacting us

If you are looking for more information or have any questions about the information on this page, enquiries can be made through our contact information found easily throughout this website at www.sopley.gov.uk or send a request via the contact form.