

# Privacy Policy

## What information do we collect

We receive, collect and store any information you enter on our website. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet. We use software tools and third party websites to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We may also store personal contact information such as name, address, e-mail address and telephone.

## How do we collect information

When you use a contact form on our website, as part of the process, we collect personal information you give us such as your name, telephone number, address and email address. Your personal information will only be used for the specific reason of contacting you and not marketing processes.

## Why do we collect information

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general enquiries
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services.

## How do we share your personal data

The Henlow Building Supplies Website is hosted on the Wix.com platform. Wix.com provides us with a online platform that allows us to promote and sell our products and services to you. Your

personal data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

## **Cookies & Tracking tools**

Henlow Building Supplies from time to time may use Google AdWords remarketing service to advertise on third party websites (including Google). It could mean that we advertise to previous visitors who haven't completed a online form to make an enquiry. This could be in the form of an advertisement on the Google search results page. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the Henlow Building Supplies. Google have tools that allow you to set preferences for targeted adverts.

## **Changes to this policy**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect and how we use it.

## **Withdrawing Consent**

If you would like to request, correct, amend or delete any personal information we have about you. Please email [info@henlowbuildingsupplies.co.uk](mailto:info@henlowbuildingsupplies.co.uk) or mail your request to Henlow Building Supplies Ltd, 3a Pegasus Drive, Stratton Business Park, Biggleswade SG18 8QA.