

PRIVACY POLICY

Privacy Policy

At Essex Floor Sanding, we are dedicated to safeguarding and preserving your privacy when visiting our site or communicating electronically with us. This Privacy Policy, together with our terms of use, explains what happens to any personal data that you provide to us, or that we collect from you when you are on this site. We do update this Policy from time to time so please do return and review this Policy regularly.

Information We Collect

In operating our website we may collect and process the following data about you:

- I. Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
- II. Information that you provide by filling in forms on our website, such as when you registered for information or make a purchase.
- III. Information provided to us when you communicate with us for any reason.

Use Of Cookies

This site uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics.

As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the About Cookies website which offers guidance for all modern browsers.

Similarly to the above, we may gather information about your general internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer as cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and the service that we provide to you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website.

Our advertisers may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on advertisements on our website.

Use Of Your Information

The information that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

I. To provide you with information requested from us, relating to our products or services. To provide information on other

products which we feel may be of interest to you, where you have consented to receive such information.

II. To meet our contractual commitments to you.

III. To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.

If you are an existing customer, we may contact you with information about goods and services similar to those which were the subject of a previous sale to you.

Further, we may use your data, or permit selected third parties to use your data, so that you can be provided with information about unrelated goods and services which we consider may be of interest to you. We or they may contact you about these goods and services by any of the methods that you consented at the time your information was collected.

If you are a new customer, we will only contact you or allow third parties to contact you only when you have provided consent and only by those means you provided consent for.

If you do not want us to use your data for our or third parties you will have the opportunity to withhold your consent to this when you provide your details to us on the form on which we collect your data.

Please be advised that we do not reveal information about identifiable individuals to our advertisers but we may, on occasion, provide them with aggregate statistical information about our visitors.

Storing Your Personal Data

We will take all reasonable steps to make sure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us is stored on our secure servers. Details relating to any transactions entered into on our site will be encrypted to ensure its safety.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk. Where we have given you (or where

you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

Disclosing Your Information

Where applicable, we may disclose your personal information to any member of our group. This includes, where applicable, our subsidiaries, our holding company and its other subsidiaries (if any). We may also disclose your personal information to third parties:

I. Where we sell any or all of our business and/or our assets to a third party.

II. Where we are legally required to disclose your information.

III. To assist fraud protection and minimise credit risk.

Third Party Links

You may find links to third party websites on our website. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

Information By Third Party

Floor Restoring Essex will not provide customer Information or any other personal or private data to third parties without the

customer's rights or permission and only in exceptional circumstances where such disclosure is necessary to process transactions

or provide services to the customer.

Contrary to the above, we will only divulge or use customer information or private data if we;

- *are compelled to do so by an appropriately empowered governmental authority;*

or

- *our technology or services available to Customers through or with the assistance of its business partners.*

Opt-In Marketing

You have the choice to not receive certain information from us or any of our partners. You have the option to Opt-out at any stage. If you choose to receive information from us it will be sent to the email address of the nominated customer representatives. In regard to this we base our policy completely on permission based email marketing.

Other than as mentioned above, we will not send you or any of your representatives, unsolicited emails, commercials, offers or advertisements. We will not sell, rent, or loan customer information to any outside firm nor will we use the personal information of our or its partners for marketing purposes, other than as requested.

All emails sent to customers at their request will have the option to unsubscribe from us. Requests will be processed and fulfilled within minutes and we will do everything reasonably possible to ensure that no further communications will be sent to customers who have stated that they do not wish to receive the specified communication or information.

Information Exchanges and Transactions

We use industry standard Secure Socket Layer (SSL) technology and it is implemented throughout our application systems and networks.

Information exchanges and transactions, including authentication, reporting, passwords and billing related data between customers and Floor Sanding Essex application systems are strictly protected using this SSL technology.

This ensures that customer's session is completely private and secure from both external systems and other customers using Floor Sanding Essex.

Credit Card Information

When credit/charge card payment is chosen, information is then transferred to Floor Sanding Essex's payment processing partners using industry-leading, secure transmission technology, including SSL – the transmission standard used for transactions by major financial institutions.

Effective Date Of Policy

This policy is effective and current as of February 2014. We may make changes to this policy and process and systems without further warning. We may also update this privacy policy to reflect updates.

Maintaining this privacy policy of customer information is of utmost importance to us and it helps build stronger relationships, goodwill and increase confidence.

Please do not hesitate to contact us at essexfloorsanding@gmail.com.