

Privacy and Cookie Policy for Concept LED Lights.co.uk

Version 1:0 20/07/2015

We are committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information.

(1) What information do we collect?

We may collect, store and use the following kinds of personal information:

- information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, website navigation)
- information relating to any transactions carried out between you and us on or in relation to this website, including information relating to any purchases you make of our goods or services (including use of support services)
- information that you provide to us for the purpose of registering with us (including contact details)
- information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters.
- any other information that you choose to send to us.

(2) Cookies

We use cookies (as many websites do) to ensure that we give you the best experience on our website. By using this website you agree to this policy and by your browser settings accepting cookies you are happy with our use of cookies, in accordance with the terms of this policy.

About Cookies

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser, and stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies can be used by web servers to identify and track users as they navigate different pages on a website and to identify users returning to a website.

Cookies may be either “persistent” cookies or “session” cookies. A persistent cookie consists of a text file sent by a web server to a web browser, which will be stored by the browser and will remain valid until its set expiry date (unless deleted by the user before the expiry date). A session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies on this website

We use session cookies and persistent cookies on this website.

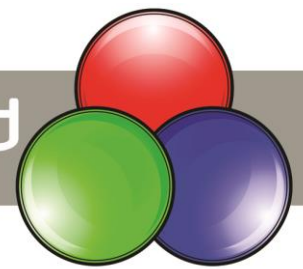
We may send to you the following cookies:

1st Party Cookies

has_js (session cookie)	To check if you have JavaScript enabled for functionality of this website
*cookie-agreed-en *cookie-agreed-fr *cookie-agreed-es	Placed to remember not to display the cookie message again when user has accepted on english/french/spanish version of the integral website

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Third party cookies

When you use our website, you may also be sent third party cookies.

Our service providers may send you cookies. They may use the information they obtain from your use of their cookies:

- To track your browser across multiple websites
- To build a profile of your web surfing
- To target advertisements which may be of particular interest to you

This site, like many others may use third party services such as sharing buttons (for providers like Facebook and Twitter) and video streaming (YouTube). Please see the relevant privacy policy. Some third parties have an opt-out option available.

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*VISITOR_INFO1_LIVE-youtube.com *use_hitbox-youtube.com	YouTube embedded video streams Privacy Policy
*__utma-google.com *__utmb-google.com *__utmv-google.com *__utmz-google.com __utmc-google.com	Google Web Analytics Privacy Policy

*= persistent cookie

Twitter advertising policies

This policy applies to Twitter's conversion tracking and tailored audience products.

For more information about Twitter's paid advertising products, [click here](#).

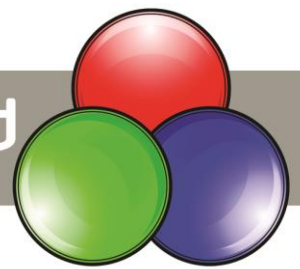
For information about Twitter's other policies, [click here](#).

How we use cookies

Cookies do not contain any information that personally identifies you, but personal information that we store about you may be linked, by us, to the information stored in and obtained from cookies.

We may use the information we obtain from your use of our cookies for the following purposes:

- To recognise your computer when you visit our website and to make the website work as you'd expect.
- To track you as you navigate our website
- To improve the website's usability
- To analyse the use of our website
- In the administration of this website
- To prevent fraud and improve the security of the website
- To personalise our website for you
- Allow you to share pages with others



Cookie preferences

You can manage your preferences relating to the use of cookies on this website.

Blocking cookies

Most popular browsers allow you to block all or some cookies. For example:

- In Internet Explorer you can refuse all cookies by clicking “Tools”, “Internet Options”, “Privacy”, and selecting “Block all cookies” using the sliding selector;
- In Firefox you can block all cookies by clicking “Tools”, “Options”, and un-checking “Accept cookies from sites” in the “Privacy” box.
- In Chrome you can block cookies by clicking on the "spanner", then “settings”, then “show advanced settings” – Under privacy click on “content settings” under “cookies” and select "Block sites from setting any data”

Deleting cookies

You can also delete cookies already stored on your computer:

- In Internet Explorer, you must manually delete cookie files (you can find instructions for doing so at <http://support.microsoft.com/kb/278835>)
- In Firefox, you can delete cookies by, first ensuring that cookies are to be deleted when you “clear private data” (this setting can be changed by clicking “Tools”, “Options” and “Settings” in the “Private Data” box) and then clicking “Clear private data” in the “Tools” menu.
- In Chrome you can block cookies by clicking on the "spanner", then “settings”, then “show advanced settings” – Under privacy click on “content settings” under “cookies” select “Clear cookies and other site and plug-in data when I close my browser”

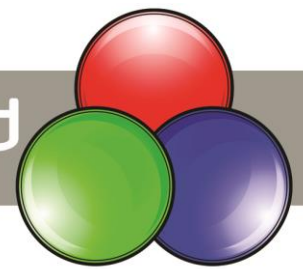
Blocking or deleting cookies will, however, have a negative impact upon the usability of many websites. Set up may change with future versions of browsers. For other browsers please see the provider’s website or help files.

(3) Using your personal information

Personal information submitted to us via this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

We may use your personal information to:

- administer the website
- improve your browsing experience by personalising the website
- enable your use of the services available on the website including support services
- send to you goods purchased via the website, and supply to you services purchased via the website if applicable
- send statements and invoices to you, and collect payments from you
- send you general (non-marketing) commercial communications
- send you email notifications which you have specifically requested
- send to you our newsletter and other marketing communications relating to our business where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications)
- provide third parties with statistical information about our users - but this information will not be used to identify any individual user
- deal with enquiries and complaints made by or about you relating to the website
- Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the license you grant to us
- We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing



(4) Disclosures

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose your personal information:

- to the extent that we are required to do so by law
- in connection with any legal proceedings or prospective legal proceedings
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk)
- to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling
- to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this privacy policy, we will not provide your information to third parties.

(5) International data transfers

Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy policy.

Information which you provide may be transferred to other countries which do not have data protection laws equivalent to those in force in the European Economic Area.

In addition, personal information that you submit for publication on the website will be published on the internet and may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

You expressly agree to such transfers of personal information.

(6) Security of your personal information

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure (password- and firewall- protected) servers.

Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential. We will not ask you for your password (except when you log in to the website) if applicable.

(7) Policy amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

(8) Your rights

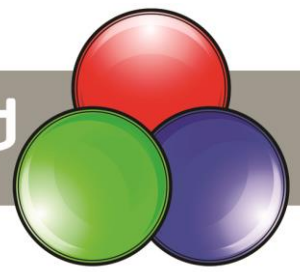
You may instruct us to provide you with any personal information we hold about you. Provision of such information will be subject to:

(a) the payment of a fee (currently fixed at £10.00); and

(b) the supply of appropriate evidence of your identity for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address.

We may withhold such personal information to the extent permitted by law.

You may instruct us not to process your personal information for marketing purposes by email at any time. In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal information for marketing purposes.



(9) Third party websites

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

(10) Updating information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

(11) Contact

Our trading address is: Concept LED Lights Ltd, 3 White House Court, High Road, Saddlebow, King's Lynn, NORFOLK, PE34 3BF, United Kingdom.

Our registered address is: Concept LED Lights Ltd, Market House, 21 Lenten Street, Alton, Hampshire, GU34 1HG

If you have any questions about this privacy policy or our treatment of your personal information, please write to us by email at info@conceptledlights.com or click here or by post to Concept LED Lights Ltd, 3 White House Court, High Road, Saddlebow, King's Lynn, NORFOLK, PE34 3BF, United Kingdom.

(12) Data controller

The data controller responsible in respect of the information collected on this website is Concept LED Lights Ltd, 3 White House Court, High Road, Saddlebow, King's Lynn, NORFOLK, PE34 3BF, United Kingdom.