



# CAMBRIDGE STOVES

Cambridge Stoves Ltd are committed to protecting and respecting your privacy. This privacy policy explains how we use any personal information we collect about you when you use our website, or make an enquiry via email, telephone, letter or in person.

## **Your information:**

We collect information about you when you submit an enquiry by telephone or email. Website usage information is collected using cookies. We may also collect information when you voluntarily contact us via email, telephone, letter or in person.

In order to process enquiries and complete orders, we may collect some or all of the following information:

- Full name
- Address
- Contact information, including email address and telephone number
- Other information relevant to an enquiry for one of our products or services (for example photographs, drawings or plans)

We will use the information we collect about you to process your enquiry, and produce an estimate or quotation if deemed necessary.

We retain your information solely for our own use and do not pass your information to third parties for marketing purposes.

If you place an order with us for a product or material which comes with a warranty, it may be necessary for us to pass your details on to the manufacturer to register the warranty.

If you place an order with us for an installation, it may be necessary for us to pass on your details to third-party subcontractors who carry out elements of the installation.

If you have a solid fuel appliance installed by us it is necessary for us to pass on the details of the installation to HETAS in order for them to send out the certificate of compliance.

Cambridge Stoves Ltd use a call answering service provided by Zoomuk.co.uk to take messages on our behalf. Zoomuk contact us by email and will provide the name and telephone number/email address of the caller and we use this information to return the call/deal with the query if necessary. This information is kept for 6 months – if you do not wish us to hold this information please email [sarah@cambridgestoves.co.uk](mailto:sarah@cambridgestoves.co.uk)

## **Access to your information and correction:**

You have the right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of this information, please send an email to [sarah@cambridgestoves.co.uk](mailto:sarah@cambridgestoves.co.uk) or write to us at Cambridge Stoves Ltd, Anglesey Farm, Fen Road, Lode, Cambridge, CB25 9DT.

We want to make sure that the personal information we hold about you is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

**Cookies:**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**Other websites:**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

**Changes to our privacy policy:**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 24 May 2018.

**How to contact us:**

Please make contact with us if you have any questions about our privacy policy or the information we hold about you, you can do this by emailing [sarah@cambridgestoves.co.uk](mailto:sarah@cambridgestoves.co.uk), phoning 01223 703184, or writing to us at Cambridge Stoves Ltd, Anglesey Farm, Fen Road, Lode, Cambridge, CB25 9DT.

