



Privacy Policy

Castle Protection is dedicated to protecting and respecting your privacy. This policy (together with our Terms and Conditions and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. For the purpose of the Data Protection Act 1998 (the Act), the data controller is Castle Protection, 4th Floor Kingsgate House, 55 Esplanade, St Helier, Jersey, JE2 3QB.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Information that you provide by filling in forms on our site www.castleprotection.co.uk (our site). This includes information provided when subscribing to our services, posting material or requesting further services. We may also ask you for information when you report a problem with our site.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of transactions you carry out through our site and of the fulfilment of services.
- Details of your visits to our site [including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise] and the resources that you access.

ACCESSIBILITY STATEMENT

We currently refer to Web Accessibility Initiative (WAI) Content Accessibility Guidelines – (WCAG), set by the World Wide Web Consortium (W3C), for guidance on making our website accessible to all.

If you are using a form of adaptive technology, you can be sure that we're working towards ensuring compatibility with as many of these systems as possible.

If you come across a part of our site that is difficult to use please tell us about it. We intend to keep improving our accessibility – so to help us do it, **contact us** with your comments.

We optimise for the following browsers:

Microsoft Internet Explorer 10	Google Chrome Desktop 54	Apple Safari 10
Microsoft Internet Explorer 11	Firefox 50	Apple Safari 9
Google Chrome Desktop 53	Firefox 49	



iOS Stock browser (Current Version) iPhone & iPad
iOS Chrome (Current Version) iPhone & iPad
Android Stock Browser (Current Version) Mobile & iPad
Android Chrome (Current Version) Mobile & iPad

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted [using SSL technology].

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

By providing us with your contact details you grant us permission to use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by post, telephone, email or SMS.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please notify us in writing at our address given above.



We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users. We may also use such aggregate information to help advertisers reach the kind of audience they want to target. We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.

DISCLOSURE OF YOUR INFORMATION

If we feel there may be a benefit to you, we may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the Companies Act 2006. We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Consumer Care Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by contacting us at our address given above.

You also have the right to ask for us to correct any information we hold about you that is incorrect. Also to request a copy of relevant information we hold about you, such requests will be subject to a small fee (£10) and must be made in writing to the Data Controller using the above contact details.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

COOKIES

Cookies are small text files sent by a website and stored by your browser on your computer's hard drive. We use cookies to identify registered users when they log on. The main purpose of the cookies we place is to simplify your use of our website. You can set your browser to reject cookies or to notify you when a cookie is set. If you choose to reject all cookies, certain parts of this site may not function properly. For example, you may have to enter your registration details on every page that you wish to access thereby having an adverse impact on your user experience.



CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@castleprotection.co.uk.