

PRIVACY NOTICE:

Coppice Crystal is committed to maintaining the trust and confidence of our visitors to our website.

We understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our customers.

In particular we want you to know that we are not in the business of selling, renting or trading email addresses with other companies and businesses for marketing purposes.

What personal data do you collect from this website ?

This website does not collect personal data unless you send us an email or complete an online enquiry form in which case we will only use it in a way that is consistent with our obligations and your rights under the law.

USE OF COOKIES

Our website does not use cookies to identify you for marketing purposes. But they may be used for the essential operation of the website itself.

We may use third party services such as Google Analytics to collect standard internet log information. If we do this it would be for example, to collect the number of visitors to a particular area of the website or to identify which brand of browser is being used (eg Google Chrome).

This information is only processed in a way that does not identify anyone.

Information About Us

Address: 261 Coppice Road, Poynton, Stockport, Cheshire. SK12 1SP

Telephone: 01625 874421

Email: info@coppicecrystal.com

What does this notice cover ?

This privacy information explains how we use your personal data, how it is collected, how it is held and how it is processed. It also explains your rights under the law relating to your personal data.

What is Personal Data ?

Personal data is any information about you that enables you to be identified. Personal data covers information such as your name and contact details.

What are my rights ?

Under the GDPR, you have the following rights which we will always work to uphold :-

1. The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us if you have any questions.
2. The right to access the personal data we hold about you.
3. The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
4. The right to be forgotten - that is the right to ask us to delete any of your personal data that we have.
5. The right to prevent the processing of your personal data.
6. The right to object to us using your personal data for a particular purpose.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

How Do We Use Your Personal Data ?

Under GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes :-

- Providing and managing your account.
- Supplying our services to you. Your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our services for you.
- Communicating with you. This may including responding to emails or calls from you.

How long will you keep my Personal data ?

We do not keep your personal data information longer than is necessary to properly deal with your enquiries, requests or orders and we do not ask for more information than is required.

Do you Share My Personal Data ?

We may sometimes contract with third parties to supply products and/or services to you on our behalf. These may include payment processing or delivery. In some cases those third parties may require access to some or all your personal data that we hold.

How Can I Access My Personal Data ?

If you want to know what personal data we have about you, you can ask us for details of that personal data.

There is not normally any charge for this request unless your requests are 'manifestly unfounded or excessive' (for example, if you make repetitive requests).

How Do I Contact You ?

Email Address: info@coppicecrystal.com

Telephone: 01625 874421

Changes to this Privacy Notice

We may change this privacy notice from time to time. Any changes will be made available on our website www.coppicecrystal.com