

## Privacy Policy

At Hilton & Horsfall we are dedicated to safeguarding and preserving your privacy when visiting our site or communication 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:

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.

Information that you provide by filling in forms on our website, such as when you registered for information or make a purchase.

Information is provided to us when you communicate with us for any reason.

### 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:

To provide you with the 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.

To meet our contractual commitments to you.

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.

#### Burnley & Pendle

75 Gisburn Road  
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Lancashire BB9 6DX  
01282 560 024

#### Ribble Valley

20 Wellgate  
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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 may transfer data that we collect from you to locations outside of the European Economic Area for processing and storing. Also, it may be processed by staff operating outside the European Economic Area who work for us or for one of our suppliers. For example, such staff may be engaged in the processing and concluding of your order, the processing of your payment details, and the provision of support services. By submitting your personal data, you agree to this transfer, storing, or processing. 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.



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