

Privacy Policy

Roller Doors Ltd ("**Company**" or "**We**") have the utmost respect for the privacy and security of the information we hold and have a firm commitment to protect it through our compliance with this policy.

The policy outlined below has been designed to describe the information we may collect from you or the information you may supply us with when visiting this website. In order to be as transparent as possible it describes our company practices with regards to the collection, use, maintenance, protection and disclosure of that information.

This privacy policy is applicable to the information that we collect by the following means;

- Through this website
- Through email or other electronic means of communication between you and the website.
- Through interaction with advertising on third party websites (if those applications include a link to this policy)

This policy does not apply to any information that may be collected to us through the following means:

- Offline or via other means including any other website that may be owned and operated by Roller Doors Ltd or any other 3rd party.
- Any third party (including affiliates or subsidiaries), including through any application or content (such as advertising) that may link to or be accessible from or on our Website

Please make sure you carefully read and understand our practices and policies regarding your information and how we will treat it. If you are unsure of any specific meaning or do not agree with our practices and policies you should choose not to use our website. By continuing to access or use the website, you are agreeing to this privacy policy.

From time to time this policy may change or be subject to amendments and as such your continued use of this website after we make any changes will be deemed to be an acceptance of those changes. For this reason we recommend that you check this policy periodically for updates, changes or amendments.

Information we collect about you and how we collect it

We collect numerous types of information from users of our website. This information may include:

- Information by which you may be personally identifiable such as name, postal address, email address or telephone numbers.
- Information about you but does not personally identify you.
- Information relating to your internet connection (IP address), the type of equipment you use to access our website and usage details.

We may collect this information in the following forms;

- Direct from you when it is provided to us.
- Automatically (as you navigate through the website). This information may include usage details, information obtained through the use of cookies and your IP address.
- From time to time we may also collect information through third parties such as our business partners.

Information that you provide to us

Information collected about you both on and through our website may include;

- Information provided to us when you complete online forms on our website. This includes any information that is provided when you register with our website, subscribe to a service we offer, post material online or where you request further services to be provided. In some instances we may also request your information when you enter a contest or website promotion or where you report a problem with the function of our website.
- If you contact us by email we will keep copies and records of your correspondence (including email addresses).
- Responses to customer surveys that we may ask you to complete.
- Records of any transactions carried out through our website to aid us with the fulfillment of orders (in some instances you may be required to provide financial information prior to placing any order through our website).
- Your website search queries.

Website usage details, IP addresses, Cookies and other technology

When you browse, navigate and interact with our website we may collect automatically certain information about your equipment, browsing patterns and actions. This includes;

- Details of the visit to our website along with other communication data or any resources you may navigate to when accessing the website.
- Information relating to your computer and internet connection including the type of browser used, the operating system used to view the website and the IP address used to access the website.

Any automatically collected data is used for statistical purposes only and does not personally identify any individual. We only use this data to allow us to create a better user experience and a more personalized browsing experience. The information we collect allows us to;

- Gain a better understanding of the size of our target audience and understand browsing patterns.
- Speed up searches allowing for better navigation through the website.
- Recognize you when you make a return visit to our website.

The automatic collection of data may employ the following technologies;

Cookies (or browser cookies) - Cookies are a small file placed onto the hard drive of a computer. You may choose not to accept cookies by changing the settings within your browser. If you do select not to accept cookies then certain parts of the website may become inaccessible or may not load correctly. Unless you change your settings to refuse cookies our system will automatically issue cookies when you direct the browser to our website.

Flash Cookies – Some features of our website may use local stored objects (or Flash cookies) to collect and store information about your preferences as you navigate to, from and on our Website. Flash cookies are not managed by the same browser settings as used for browser cookies.

Web Beacons – Certain pages of our the website [and our e-mails] may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or [opened an e-mail] and for other related website statistics (for example, recording the popularity of certain website pages and also for verifying system and server integrity).

During this process no personal information is collected automatically however it may be possible to relate this data to any personal information about you that we collect direct from you or via other sources.

How the information we collect about you is used

Any information that we collect about you or that you provide to us is used in the following ways;

- The provision of information, products and services that you have requested from us.
- To present our website in a proper and navigable manner
- For fulfillment of the purpose of which you provided it to us.
- For the fulfillment of any contact that has been entered into between the company and customer (including for billing ,collection and delivery purposes)
- To give notification of changes to our website in terms of the products or services we offer.
- To allow you to access and participate with certain interactive features on the website.
- In any other way that is described to you at the time you provide the information.
- For any other purpose (with your consent).

Disclosure of your information

On occasion we may disclose aggregated information about the users of our website. This information does not directly identify any individual and is used solely for statistical purposes

The personal information that we collect or the information that you provide to us may be disclosed in the following ways;

- To subsidiaries and company affiliates.
- To our suppliers, contractors, service providers and other 3rd parties that we use to support the running of our business. These parties are bound by contractual obligations to ensure any information provided remains confidential and is used solely for the purposes for which we disclose it to them.

- For the fulfillment of any purpose for which you provided it.
- For any other purpose disclosed at the time you provide the information.

Personal information may also be disclosed in the following ways

- For compliance with any court order, law or due legal process. This includes government and regulatory requests.
- For the enforcement and application of our terms of use, other user agreements as well as for billing and collection purposes.
- On rare occasions disclosure of information may also be necessary to protect the rights, property, safety of the company and our customers. This includes the exchange of information with other organizations for the purpose of fraud protection.

Correcting and accessing the information we hold on you

If you would like to establish the information we hold on you or would like to correct or delete any personal information we have been provided with please send us an email (the address can be found under the contact us page of our website). Please be aware we will not change any personal information that we believe to be in violation of law or legal requirement or where it would cause the information to be incorrect.

If you choose to delete any user contributions from the website these pages may still remain visible in cached and archived pages.

Data Security

Roller Doors Ltd have implemented measures that have been designed to ensure your personal information is protected against accidental loss, unauthorised access, disclosure, use and alteration.

You should be aware however that the safety and security of this information also depends on you. For example where you have been issued with a password (for accessing user accounts) you are responsible for keeping this secure. We therefore advise that passwords are not shared with other parties.

Whilst we try to ensure all personal information is protected to the best of our abilities it is important to understand that transmission of information across the internet cannot ever be completely secure and as such we cannot guarantee the security of this information when transmitted to our website. Any transmission of your information is done so entirely at your own risk.

Children Under 13 Years Old

Our website is not intended to be used by children under 13 years old. No person under the age of 13 may provide any personal information directly to us or through the use of our website. If this applies to you then you should not provide any personal information to us including ordering, registering or posting public comments nor should you ever provide us with personal information about yourself including names, addresses, telephone numbers, email addresses or any other user name that you may use. If it is discovered we have inadvertently collected or been sent personal information from a child under the age of 13 without explicit parental consent the information will be permanently deleted.

Changes to the privacy policy

From time to time it may be necessary to make changes and amendments to our privacy policy and as such should check back periodically to assess changes made.

Contact Information

If you would like to ask a question with regards to our privacy policy or have a comment to make please contact us by calling 0844 804 5577 or send us an email (details of this can be found in the contact pages of the website).