

# Privacy Policy

This Privacy Policy should be read in conjunction with our Terms and Conditions which can be found HERE. (<https://www.odellandco.co.uk/show-termsconditions.aspx>)

A copy of this policy is available to download here.

At Odell & Co Ltd, we are dedicated to safeguarding and preserving your privacy when visiting our site or communicating electronically with us. We have written this policy to make you aware of information we may hold on you and how we process it in accordance with the General Data Protection Regulation (GDPR).

This Privacy Policy, together with our terms of use, provides an explanation as to what happens to any personal data that you provide to us, or that we collect from you.

We may change this policy at any time, please review this policy often so you are aware of any changes made by us.

## Use of Cookies

Cookies' are small text files placed on your computer's hard drive when you visit a website. These are used to provide aggregated statistics on visitors to our websites and their browsing behaviour, including but not limited to keeping track of items in your basket. This enables us to order the site to make customers' journeys easier, and if necessary make improvements. The data is aggregated and anonymised, which means we cannot identify you as an individual. Most browsers allow you to accept or deny cookies through their settings, but doing so may limit the functionality of our site.

By using the website, you agree that we can place these types of cookies on your device.

We use Google Analytics to carry out analytical functions on our site. You can view their privacy policy here. (<https://policies.google.com/privacy?hl=en>)

You can find more information on Google Analytics here

(<https://support.google.com/analytics/answer/6004245?hl=en>)

## 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, and other communication data.
- Your name, address, email address and phone number, provided by you when you registered on our site.
- Your email address when you sign up to our mailing list
- Any other information that you provide by filling in forms on our website
- Information provided to us when you communicate with us for any reason, for example when you fill in our "Contact us" form or email us.

All our payments go directly through Paypal, as such we do not handle or store any of your payment details. You can view their Privacy Policy here.

<https://www.paypal.com/uk/webapps/mpp/ua/privacy-prev>

## 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 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.
- To process orders you place.

## Storing Your Personal Data

Data that is provided to us is stored on our secure servers, hosted to ISO 27001 standards. Under the GDPR, you have the right to ask that any personal data we hold on you is deleted. Requests for deletion of data can be sent here ([info@odellandco.co.uk](mailto:info@odellandco.co.uk)).

We may pass your details, including your name and address on to our courier, Royal Mail for delivery of your order. Their privacy policy can be found here ([www.royalmail.com/privacy-notice](http://www.royalmail.com/privacy-notice))

All our payments go directly through Paypal, as such we do not handle or store any of your payment details. You can view their Privacy Policy here.

<https://www.paypal.com/uk/webapps/mpp/ua/privacy-prev>

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically. Transmission of such data is 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.

## Disclosing Your Information

We will only disclose your personal information to third parties:

- Where we are legally required to disclose your information.
- To assist fraud protection and minimise credit risk.

We will not disclose your personal information to third parties for any other reason.

## Third Party Links

You may find links to third party websites on our website. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

## Access To Information

The General Data Protection Regulation gives you the right to access the information that we hold about you. Should you wish to receive details that we hold about you please contact us here. ([info@odellandco.co.uk](mailto:info@odellandco.co.uk))

## Contacting Us

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us.