

## PRIVACY POLICY

This privacy policy sets out how Firewater Creations Limited uses and protects any information that you give to Firewater Creations Limited when you use our website, [www.firewatercreations.co.uk](http://www.firewatercreations.co.uk).

Firewater Creations Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Firewater Creations Limited may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 24th May 2018.

### WHAT WE COLLECT?

We collect information from you when you subscribe to our newsletter, request a quotation or fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter your:

- Name
- Contact information such as e-mail address or phone number.
- Your address and postcode
- Your opinion or feedback on services and products
- You may, however, visit our site anonymously.

### WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- Internal record keeping.
- Improve our products and services.
- Send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests. Not all the information we hold, and use is personal information, so it won't all be covered by the new privacy notice:
- For sole traders and unincorporated partnerships, most information we hold will be personal
- For limited companies or incorporated partnerships, the privacy notice only covers information that relates to you and other key people

### SECURITY

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We do not sell, trade or otherwise transfer to outside parties any personally identifiable information.



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### HOW WE USE COOKIES

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies, Google Analytics and Wordpress Jetpack to identify how often and which pages are being accessed. This helps us analyse data about web page traffic and improve our website to tailor it to our customer needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [faye@firewatercreations.co.uk](mailto:faye@firewatercreations.co.uk)
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.
- You may request details of any personal information which we hold about you, Subject Access Request, SAR. You will be required to submit personal identification to allow us to process your request, this includes Passport, driving licence or birth certificate. This will be actioned within 30 days from receipt of request. To make a request please contact **Faye Judge** via email: [faye@firewatercreations.co.uk](mailto:faye@firewatercreations.co.uk) or in writing to the address below.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the below address or [faye@firewatercreations.co.uk](mailto:faye@firewatercreations.co.uk) and we will promptly correct information found to be incorrect.

**Firewater Creations Limited**  
**590A Chatsworth Road**  
**Chesterfield**  
**Derbyshire**  
**S40 3JX**

Registered office: Cavendish House, 590A Chatsworth Road, Chesterfield, Derbyshire S40 3JX

Bedfordshire office: Elstow, Bedfordshire, MK42 9GN.

T. 01246 566106 M. 07436 536 141 E. [info@firewatercreations.co.uk](mailto:info@firewatercreations.co.uk)

Registered Office: Cavendish House, 590A Chatsworth Road, Chesterfield, Derbyshire S40 3JX

Company Reg. No. 5911338 Registered in England & Wales Director: Faye Judge V.A.T Reg No. 860 1973 20



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