

Coping Stones UK Privacy Policy

At Coping Stones UK Ltd we aim to protect your privacy as far as possible. We only use information that we collect about you to process transactions and to improve the quality of the service that we provide to you. If you have any questions or complaints relating to the Privacy Policy or how we use the personal information we have about you, please contact us. We will endeavour to respond to you promptly.

Information Disclosure

We do not disclose your personal information to third parties, except as described in this Policy. Third party disclosures may include sharing such information with companies that perform support services for your account or facilitate your transactions/orders with us, including those that provide professional, legal, or accounting advice to us. Non-affiliated companies that assist us in providing services to you are required to maintain the confidentiality of such information to the extent they receive it, and to use your personal information only in the course of providing such services and only for the purposes that we dictate.

We may also disclose your personal information to fulfil your instructions, to protect our rights and interests and those of our business partners, or pursuant to your express consent. Finally, under limited circumstances, your personal information may be disclosed to third parties as permitted by, or to comply with, applicable laws and regulations, for instance, when responding to proceedings of a court of law or similar legal process, to protect against fraud, and to otherwise cooperate with law enforcement or regulatory authorities.

Use of Information

We do not collect personally identifying data from this web site except when specifically and knowingly provided by you. In the latter case, subject to any applicable local laws, we may use your personal information to:

- Improve the content and functionality of our website.*
- In connection with notifications of changes to your personal details.*
- To market products and services, and provide information we believe might be of interest to you. Unless you have opted against future marketing.*
- We do not sell your personal information and do not pass it on to a third party other than when specifically noted in this Policy.*

Cookies

Cookies are small data files placed on your computer or internet enabled device by websites in order to add functionality. A cookie can be used to identify a user's computer or internet enabled device to the website, or to other third party websites. This allows websites to improve the way they work, such as remembering preferences expressed by a user or tracking a user's use of a website for statistical analysis. Cookies do not themselves contain any personally identifying information but if you provide information to us, it may be linked to the data stored in the cookie.

The Website uses the following types of cookies:

Strictly necessary cookies – These are cookies that are required for the operation of the Website.

First person analytical cookies – These cookies provide us with information about how often someone visits the Website and what they do during those visits.

By using this Website, you are consenting to the use of the cookies as described above. If you do not consent to the use of such cookies you can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including strictly necessary cookies) you may not be able to access all or parts of the Website.

Accessing and updating your personal information

You have the right to access your information at any time to check whether it is accurate and up-to-date and should contact us if you wish to do so. Please note that we reserve a right to charge a fee for providing access to this information. This fee is currently set at £10.

Revisions

We may amend this Privacy Policy at any time and will post the revised policy on this page. Please review this page periodically for any such amendments.

Telephone Calls

Please note that Coping Stones UK Ltd do not record or monitor telephone calls for quality control and training purposes. We do not record or monitor telephone calls for your own safety when dealing with card details or other personal details.