



WEBSITE TERMS & CONDITIONS AND PRIVACY POLICY

This website is operated by:

Velopace Limited

Registered office: 7-9 The Avenue Eastbourne BN21 3YA

Company Number: 8786123

Phone: 07711 098638

Email: info@velopace.com

PRIVACY POLICY

This privacy policy sets out how Velopace Limited uses and protects any information that you give Velopace Limited when you use this website.

Velopace 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.

We only collect information that will help us make the website and associated services better for you, let us contact you if you have asked us to and tell us how people are using the website so that we can continually improve it.

Velopace 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 1 April 2016.

WHAT WE COLLECT

When you visit our website, we collect the following information:

- Your name and email address if you send us a query using the contact form
- Details of any message sent to us using the website contact or feedback forms
- Your address and other personal information if you purchase our products or services
- Your IP address, device and browser details and details of how you used our website using anonymous cookies and web traffic logs with web metric services provided by Google Analytics

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 particular 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 to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

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.

Your web browser allows by default the placement of cookies on your device but you can restrict or deny the placement of cookies by adjusting your browser settings. This may prevent you from taking full advantage of the website.

You can find out more about cookies at www.allaboutcookies.org and www.aboutcookies.org.

YOUR INFORMATION

We collect your information to provide you with our products and services and to communicate with you about our products and services. We do not share your information with other organisations for marketing, market research or commercial purposes, and we do not pass on your personal information to any other website.

CONTROLLING YOUR INFORMATION

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 purpose
- 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 [email address]

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. We may share your information with carefully selected partners to offer complimentary services but only after you give your express permission to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you, please write to 7-9 The Avenue Eastbourne BN21 3YA.

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 above address. We will promptly correct any information found to be incorrect.

DATA SECURITY

We are committed to ensuring that your information is secure. In order 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.

Our website uses the latest encryption technology to transfer data. This means that data you enter on our website is encrypted when transmitted across the internet which means that it cannot be read if intercepted.

WEBSITE LINKS

This website contains links to and from websites belonging to other organisations. This Privacy Policy only applies to our website and we are not responsible for the privacy of your data when visiting websites belonging to other organisations, nor are we responsible for the accuracy of information contained on

websites belonging to other organisations. If you go to another website from this one, please read the privacy policy on that website if you want to know what it does with your information. When you come to our website from another website, we may get personal information about you from the other website. You should read the privacy policy of websites you visit that link you to our website if you want to know about this.

GENERAL TERMS & CONDITIONS

Specific Terms & Conditions apply to certain goods and services available from our website and these are displayed at the point of purchase.

PRICING

The price you pay is the price displayed on this website at the time we receive your order apart from the following exception. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of goods or services you have ordered we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the goods or services, you will receive a full refund.

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