

Our Privacy Policy ...

Your privacy is important to us. The purpose of this privacy policy is to explain how we use any personal information obtained from you.

Your consent

By using our website, you understand and agree that the information you provide will be held on a database and used by **TakeStock, HESTOR LTD** (Owners of **TakeStock**), and will be available to all companies in the **Hestor** group. Each company may use your information for marketing purposes. We will contact you for marketing reasons via post, telephone, fax and email or other appropriate means.

We DO NOT share or sell your data to any other company that is outside the **Hestor** Group.

What information do we collect and why?

When you make a purchase online, request a catalogue, or apply for a Credit Account, you will be asked for some essential information such as title, first name, surname, postal address, email address, telephone and payment information. These are collected to help us:

Process your online orders including sending order confirmation and delivery information via email.
Contact you about your order, account or credit status where required.
Deliver safe and secure shopping by helping to prevent and detect fraud.

We may need to disclose information to assist legal or debt recovery processes.
Speed up your form filling processes if you've registered online.
Understand your needs and listen to your feedback via market research/shopping analysis, customer polls and surveys. Enhance your shopping experience by delivering a more personally tailored offer.
Respond to any issues or queries via the customer service advisor teams.

How we protect your information

We endeavour to protect your information in the following ways:

By encrypting any information we consider to be sensitive. When you place an order or access your account information, your information will be sent through to us. A secure server encrypts all of the information you input before it is sent to us. This protects your confidential data, particularly your credit card details from unauthorised use.

By keeping your information up-to-date and accurate. Please note that to do this, we require you to tell us if any of your details such as name or address changes. By having in place strict security procedures for the storage and disclosure of your information to prevent unauthorised access.

Statement on the use of Personal Data:

We, **Hestor Ltd**, reserve the right to share any data supplied to us with our sister companies, and / or other connected parties.

We will make searches about you at credit reference agencies who will supply us with credit information, as well as information from the Electoral Register. The agencies will record details of the search whether or not credit is granted. We will use credit-scoring methods to assess your application and to verify your identity. Credit searches and other information which is provided to us and/or the credit reference agencies, about you and those with whom you are financially linked may be used by us and other companies if credit decisions are made about you or them or other members of your household. This information may also be used for debt tracing and the prevention of money laundering as well as the management of your account.

Information held about you by the Credit Reference Agencies may already be linked to records relating to people with whom you are linked financially. For the purposes of credit searching you may be treated as financially linked and you

will be assessed with reference to any "associated" records.

For everyone's protection, we check the details of every first order with fraud prevention agencies and these checks may be repeated with future orders. If anyone gives us false or inaccurate information and we suspect fraud, we will record this.

We and other organisations may use and search the records of both credit reference and fraud prevention agencies to:-

Help make decisions on credit and credit related services for you, members of your household and those with whom you are financially linked.

Help make decisions on motor, household, credit, life and other insurance proposals and claims for you, members of your household and those with whom you are financially linked

Trace debtors, recover debt, prevent fraud and manage your account or insurance policies

Check your identity to prevent money laundering, unless you give the relevant organisation other satisfactory proof of identity.

If we enter into a credit agreement with you we will also supply details of your agreement with us to the credit reference agencies, as well as ongoing details of your account and how you manage it. If you do not repay on time or in full we will tell the credit reference agencies who will record details of the debt. All this information will be seen by other organisations carrying out later searches.

You have the right of access to your personal records held by credit and fraud agencies. We will supply their names and addresses upon request by contacting the Data Protection Unit at the address below. We, the credit reference agencies and fraud prevention agencies may also use the records for statistical analysis about credit, insurance and fraud.

We may make periodic searches of Group records, credit reference and fraud prevention agencies to manage your account with us, to take decisions regarding credit, including whether to make credit available or to continue or extend existing credit. These searches will not be available to other lenders for credit assessment purposes.

We will send you brochures, leaflets, catalogues and other promotional material for our products and services. We may also telephone or email you to discuss account details or for market or service research. In addition, we may include leaflets or brochures for complimentary products and services from third parties with our statements and parcels.

We may monitor or record telephone calls to ensure our quality standards are maintained and for fraud prevention purposes

Cookies - it's your choice

In order that we can monitor and improve the site, we may gather certain information about you when you use it, including details of your domain name and IP (Internet Protocol) address, operating system and browser.

A cookie is an element of data that a web site can send to your browser, which may then store it on your system. Cookies allow us to understand who has seen which pages and advertisements on our web site and to make our web site more user friendly by, for example, allowing us to save your password so that you do not have to re-enter it every time you visit. We use cookies so that we can give you a better experience when you return to our web site.

Cookies are used to enable you to make purchases and store items in your basket whilst on the site. Please note, if your browser is set to reject cookies then unfortunately you will not be able to shop on line. Most web browsers automatically accept cookies. You do not have to accept cookies, and you should read the information that came with your browser software to see how you can set up your browser to notify you when you receive a cookie. This will give you the opportunity to decide whether to accept it or not. We may also use cookies to provide you with customised information from our web site.

For further information about cookies and how they are used, please visit <http://www.aboutcookies.org>.

Access to information

You can obtain details of the personal information we hold on you by contacting us at the Data Protection Unit, **Hestor Ltd**, 46 Fountain Street, Manchester. M2 2BE. Alternatively, please email us.

There is a statutory fee for access to your information, currently £10.

Buy with confidence

We believe that we offer value for money on all our services, should however you be unhappy with any product purchased from us you may simply request a refund. This request must be made within 7 days of date of purchase and is subject to the following:

Payment of services / goods have been paid in full, faults have been logged and demed to be so rather than simply user error / lack of user knowledge, any refund may be subject to a restock fee of 20% if hardware has been supplied and then taken back.

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