



Nilvent Ltd.
81 Loudon Avenue, Coventry
England CV61JN
Tel : +44 (0) 7310 699201
Website: www.nilvent.co.uk

PRIVACY POLICY:

What data we collect and when Nilvent Ltd collects information in several ways. We collect this information through secure registration forms, secure online payment forms, clickstream tracking and automatic logging files or by telephone or email conversations.

First & Last name: We will require your first and last name so that you can be identified. We gather this information to allow us to process your order.

Email address: We store an email address against all orders placed online. This will be used for transactional and confirmation emails that relate to your order or account.

Your order history: We will keep a record of your historic placed orders with invoice receipts.

Phone numbers: If you provide us with your mobile number, we may ring you to get additional information, or to update you on the progress of your delivery. This number may also be given to our courier services so that they can contact you in case of delivery difficulties.

Company name, invoice & postal addresses: This information is used to ensure goods and services are delivered to the address specified and is necessary to provide our service to you. If you place an order, we will require your payment card details e.g. credit/debit card number and expiry date but these details are shredded immediately after purchase so cannot be re-called. Any other relevant information supplied by you at the time of ordering by way of the notes section online or email/telephone contact is also stored.

Cookies:

We do employ cookies. 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 products, to determine how frequently particular pages are visited and to determine the most popular areas of our web site. Cookies also allow us 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 our web site.

We use cookies so that we can give you a better experience when you return to our web site. Most web browsers automatically accept cookies. We also use Google analytics cookies to track website performance. 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. You will also get an option to not accept the Google Analytics cookie the first time you visit the website. The other session-based cookies contain no personal information and are required by the website.

The information collected by Nilvent Ltd. will be used for internal business processes only. Users who provide information will receive, confirmation by email. Registered users will have the option to receive additional announcements from us about products, services, and special deals. Out of



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respect for the privacy of our users we present the option to not receive these types of communications. Here is how we will use your personal data and why:

To process any orders that you make with Nilvent, by phone or using our website. If we do not collect your personal data during checkout, we will not be able to process your order and comply with our legal obligations.

To respond to your queries, refund requests and complaints. Handling the information, you send enables us to respond.

To store address details on your account to enable easy re-ordering.

To provide couriers with enough information to deliver your goods.

To provide payment providers with enough information to process the transaction.

To protect our business and your account from fraud and other illegal activities. This includes using your personal data to maintain, update and safeguard your account.

To process payments and to prevent fraudulent transactions. We do this on the basis of our legitimate business interests. This also helps to protect our customers from fraud. To send you relevant, personalised communications by email in relation to updates, offers, services and products.

To send you communications required by law or which are necessary to inform you about our changes to the services we provide you. For example, updates to this Privacy Policy, product recall notices, and legally required information relating to your orders. These service messages will not include any promotional content and do not require prior consent when sent by email or text message. We offer links to other web sites. Please note: When you click on links to other Web sites, we encourage you to read their privacy policies. Their standards may differ from ours. Our web site offers reviews. Please be advised that information posted in these venues becomes public knowledge.

Protection of your data:

We take security very seriously and make shopping online as safe as in any high street retail store. Your browser will go into secure mode as soon as you click to go into the payment page so before you enter any personal or payment details. You can check that you are shopping in a secure environment by looking for either a locked padlock icon, or an image of a key in the grey bar at the bottom of your browser screen. Being in secure mode means that all of your details are encrypted to help keep them secure.

