

Privacy Policy

Brillopak Ltd. is committed to protecting and preserving the privacy of our customers and website visitors when they use our website, order our products and services, or communicate electronically with us.

This Privacy Policy contains an explanation of what happens to personal data that you choose to provide to us, or that we collect from you whilst you visit this site. Our Privacy Policy should be read in conjunction with our terms of website use.

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Information we collect

We collect information about you when you register with us, place an order for our products or services and engage with our digital platforms, including visiting our website.

In order to process orders for products and services, it may be necessary to collect personal information about you. This includes, but is not limited to, your name, company job title and address, telephone number and email address. Our website may in future use cookies that collect and process certain data and information relating to you and your use of this site. This data and information is detailed below:

- Details of visits to our website and the pages and resources that are accessed, including, but not limited to, traffic data, location data and other communication data that may assist us in understanding how visitors use this website.
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- Information that visitors provide to us as a result of filling in forms on our website, such as when a visitor registers for information or makes a purchase.
- Our website uses call tracking technologies to track the pages users visit, how long they stay on the site, and what actions they take. This information is used to improve the user experience and help us better understand our audience.
- CallRail collects the information on the callers that call our business customers through the dedicated phone numbers that our business customers have purchased through CallRail (or numbers our business customers have requested be ported into CallRail from another provider).
- Call tracking may also be used for marketing purposes, such as tracking the effectiveness of advertising campaigns and personalising content.
- Information provided to us when our visitors communicate with us electronically for any reason.

How will we use information about you?

The information we collect is used for the following purposes:

- To provide you with information relating to our website, products or our services that you request from us
- To meet our contractual obligations to you.
- To notify you about any changes to our privacy policy
- To notify you about any changes to our website, including improvements, and service or product changes that may affect our website.
- If you have provided consent, we may also use your data to: – To provide you with information relating to our website, products or our services that you request from us. – To provide you with information on other products that we feel may be of interest to you.

We may use information that is automatically collected from website visits to analyse website performance. We may also compile aggregate statistical data about our users and website activities. We will not share your data with any third party company.

Marketing

We would like to send you news and updates, and information about products and services that may be of interest to you. If you have consented to receive marketing, you may opt out at any time. We may use your data so that you can be provided with information about unrelated goods and services that we consider are likely to be of interest to you. We may contact you about these goods and services by any of the methods that you consented to at the time your information was collected. You have the right to stop us from contacting you for marketing purposes at any time. If you no longer wish to receive marketing emails, you can unsubscribe at any time by clicking the ‘unsubscribe’ link on the email. You can also contact us using the details below.

Storing your personal data

We will always take all reasonable precautions to make sure that your data remains secure and is handled in accordance with this Privacy Policy. Personal data that is provided to us is stored on our secure servers or on secure servers of third-party services that we use for business processes. Details relating to any transactions entered into on our site will be encrypted to ensure its safety.

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.

Disclosing your information

We may also disclose your personal information to third parties:

- We may also disclose your personal information to third parties: Where we sell any or all of our business and/or our assets to a third-party.
- Where we are legally required to disclose your information.
- To assist fraud reduction and minimise credit risks.

Access to information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact us using the details below.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Use of cookies

Cookies may sometimes used to improve the website experience of a visitor to a website. We may sometimes use cookies on this website to record aggregate statistical information about the visitors to our site and the use that our visitors make of the website. When collected this information is used by us to improve our website and further enhance the visitor experience. Please note that no personally identifiable information is recorded.

We may also use the cookies to gather information about your general internet use to further assist us in developing of website. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer’s hard drive and then stored there and transferred to us where appropriate to help us to improve our website and the service that we provide to you.

We may also use Google remarketing cookies to collect information on visitor demographics and interests. We may also use pixels from social media sites such as Facebook, Twitter, and LinkedIn to generate cookies that are used in the delivery of relevant adverts to users on these platforms and other ad networks. We may also use these cookies to understand if someone has responded to online adverts. We do not use cookies to collect data that makes your personally identifiable, or that collect any personal information. All computers have the ability to decline cookies. You can easily decline or remove cookies from your computer using the settings within the Internet Options section in your computer control panel.

Other websites

You may find links to third-party websites on our website. These websites should have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 17 May 2018.

How to contact us

If you have any questions about our privacy policy or the data we hold about you, you can contact us in the following ways:

Email: please send your message to info@brillopak.co.uk with the subject line ‘Privacy’.

Telephone: you can call us on 01622 872907 8.30am – 4pm Monday – Friday (lines may operate different hours on national and regional holidays).

Post: you can write to us at Brillopak Limited, 9 Archers Park, Branbridges Road, Paddock Wood, Kent, TN12 5HP