

Privacy Policy

This website is operated by Heritage Fauteuils (referred to as 'we', 'us', 'our', etc.). This Privacy Policy outlines the way in which we gather and use information relating to you, the user of the Heritage Fauteuils website. By using this website, you consent to the use (including transfer) of information as described below. Your privacy is extremely important to us. Any personal information we gather from you will be used in accordance with Dutch and European legislation.

Information Collected

When you shop on this website, we will ask you to input and will collect personal information from you such as your name, e-mail address, billing address, delivery address, telephone number, product selections, credit card or other payment information ('Personal Information'). We may also collect information about where you are on the internet (e.g. the URL you came from, IP addresses, domain types like .co.uk and .com), your browser type, the country and telephone area code where your computer is located, the pages of our website that were viewed during your visit, the advertisements you clicked on, and any search terms that you entered on our website ('User Information'). We may collect this information even if you do not register with us. We use cookies to keep track of your current shopping session to personalise your experience and so that you may retrieve your shopping basket at any time. You may experience technical difficulties in using this website if you have disabled cookies. Cookies are small text files containing identity codes which are stored on your computer by your web browser. Cookies do not harm your computer but if you do wish to stop your computer accepting cookies, go to the help section of your web browser where you will find information on how to do this.

Use of Information Collected

We will keep your information on a secure server and we will fully comply with all applicable Dutch and European Data Protection and consumer legislation. In particular, we confirm that any Personal Information which you provide to us (or which is available on public registers) and any User Information from which we can identify you, is held in accordance with this legislation.

We use your information only for the following purposes:

- Processing your orders and maintaining a record of customer correspondence
- For statistical or survey purposes to improve this website and its services to you and to recognise you when you return to our website
- To serve website content and advertisements to you
- To administer this website and to notify you about changes to our service
- If you consent, to notify you of products or special offers that may be of interest to you
- For the detection of fraud

By using this website, including if you place an order through the website, you agree that you do not object to us contacting you for any of the above purposes whether by telephone, email or in writing and you confirm that you do not and will not consider any of the above as being a breach of any of your rights under the legislation mentioned above. You should be aware that if we are requested by the police or any other regulatory or government authority investigating suspected illegal activities to provide your Personal Information

and/or User Information, we are entitled do so. You can at any time request a copy of personal information held about you by contacting Heritage Fauteuils. In the unlikely event that the operations of Heritage Fauteuils are transferred to or integrated with another operation, your details may be disclosed to our advisors and to any transferee of Heritage Fauteuils.

Marketing Communications

When creating a shopping account while ordering online, you will be given the option to receive information from Heritage Fauteuils by post, e-mail or telephone, about products, promotions or special offers which we feel may be of interest to you. You may unsubscribe from our communications list at any time using the 'Unsubscribe' link on such communications, or by contacting us. Your Personal Information will only be disclosed to other businesses or third parties if this is relevant for processing your order. We will not release your Personal Information to any company outside Heritage Fauteuils for mailing or marketing purposes.

Cookies

Cookies are small text files that are sent by websites that you visit to recognise who you are when you return there. These files are stored on your computer and read by your web browser. When used correctly, cookies are an asset to both the site visitor and site owner. They provide statistics on site visits that site owners can use to determine which parts of their site are most popular. And they provide some limited functionality that improves the experience for the site visitor, such as keeping items in your basket or keeping you logged into your account.

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