

Effective Date: 28/06/2024

## 1. Introduction

Welcome to Cross Blinds and Shutters. We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, and protect your information when you visit our website [Your Website URL] and use our services.

## 2. Information We Collect

We may collect the following types of information:

### 2.1 Personal Information

When you create an account, place an order, or subscribe to our newsletter, we may collect personal information, including but not limited to:

Name

Email address

Phone number

Shipping address

Billing address

Payment information

### 2.2 Non-Personal Information

We may also collect non-personal information, such as:

Browser type

IP address

Device information

Pages visited on our website

Time and date of visits

### 3. How We Use Your Information

We use your information for the following purposes:

To process and fulfill your orders

To communicate with you about your orders and provide customer support

To send you promotional offers, newsletters, and updates (with your consent)

To improve our website and services

To prevent fraud and ensure the security of our website

### 4. How We Share Your Information

We do not sell, trade, or otherwise transfer your personal information to outside parties except as described in this Privacy Policy. We may share your information with:

Service providers who assist us in operating our website and conducting our business (e.g., payment processors, shipping companies)

Legal authorities, if required by law or in response to a valid request

### 5. Your Choices

You have the following rights regarding your personal information:

**Access:** You can request a copy of your personal information we hold.

**Correction:** You can request to correct any inaccuracies in your personal information.

**Deletion:** You can request to delete your personal information.

**Opt-Out:** You can opt-out of receiving promotional emails by following the unsubscribe instructions in the email.

### 6. Security

We implement a variety of security measures to protect your personal information. However, no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

## 7. Cookies

We use cookies to enhance your experience on our website. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information.

## 8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or the content of these third-party sites.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. Your continued use of our website after the changes have been made will constitute your acceptance of the new Privacy Policy.

## 10. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

Email: [info@crossblinds.co.uk](mailto:info@crossblinds.co.uk)

Phone: 01236 733807

Address: 21 Teviot Walk, Cumbernauld, G67 1NG

Please replace the placeholders (e.g., [Your Company Name], [Your Website URL], [Your Email Address], [Your Phone Number], [Your Company Address]) with your actual company information. This privacy policy covers the essential aspects of how you collect, use, and protect user information.

