

Candy Rock Entertainment Ltd

Privacy Policy



At Candy Rock Entertainment Ltd, we are committed to maintaining the trust and confidence of our visitors to our website. In particular, we want you to know that Candy Rock Entertainment Ltd is not in the business of selling, renting or trading email lists with other companies and business for marketing purposes. We just don't do that sort of thing. But in case you don't believe us, in this Privacy Policy, we've provided lots of details information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Types of data we collect: -

We may collect the following information:

- name
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

Google Analytics

When someone visits <https://candyrock.rocks> we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Contact Forms

When you fill out one of our contact forms, we store your name, email address and phone number on our systems in order to be able to provide a response to your request. Old contact form submission information that is no longer required is regularly deleted from our systems.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.

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The details held on our system are to allow us to:

- Provide you with Quotations
- Provide you with products and services you purchase from us.
- Provide you with updates on our business
- Respond to any questions, queries or requests from you
- Provide you with invoices and statements

We comply with HMRC invoicing regulations, (please note that HMRC require us to keep records for 6 years from the end of the last company financial year in which they relate to). All our data is stored on a secure database and the information we hold is purely for the purposes of providing a service and/or processing of invoices – your information will never be shared with any third parties except for legal reasons.

Access to your personal information

You are entitled to view, amend or delete the personal information we hold. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect. Email your request to our data protection officer at sales@candyrock.rocks

Your right to be forgotten

Under the new GDPR rules, you have the right for all personal data we hold on you to be removed from our systems. If you would like for this to happen, please contact us at sales@candyrock.rocks

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Website Terms & Privacy

Please read the following terms and conditions. In using this website, you agree to these terms and conditions of use. This web site is operated by Candy Rock Entertainment Ltd. If you have any queries about this web site, please contact us at the above address or email sales@candyrock.rocks

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Privacy and Cookies

Most websites use cookies in order to improve the user experience by enabling that website to 'remember' you, either for the duration of your visit using a 'session cookie' or for repeat visits using a 'persistent cookie'. Cookies are small data files that are used as unique identifiers. They are sent from the website's servers to your computer or mobile phone and stored on your device, and may then be sent back to our website's servers with updated data as you browse the website. Cookies are used to record information about your preferences as you browse our website, which allows us to improve your experience by tailoring the website accordingly. Cookies can also be used to identify you every time you revisit our website. A session cookie will expire at the end of your browsing session once you close your web browser. Persistent cookies on the other hand have a set expiry date and will be stored on your computer until either this date is reached, or you delete your cookies using your browser settings. This site uses some or all of the following cookies:

- **Session Cookie** This website may use a session cookie to maintain information about each visit to the website and enable core site functionality. This cookie does not contain any personal information, and only lasts for the duration of your visit, being deleted as soon as you close your web browser.
- **Load Balancer Cookie** This cookie is essential to help ensure that the website loads efficiently by distributing visits across multiple web servers. This cookie does not contain any personal information, and only lasts for the duration of your visit, being deleted as soon as you close your web browser.
- **Google Analytics** This cookie allows us to count page visits and traffic sources so we can measure and improve the performance of our site using a service provided by Google Analytics. We also implement Google Demographics and Interest Reporting to better understand the browsing habits, interests and demographics of our visitors. For more information about Google's privacy policy, please see www.google.com/intl/en/policies/privacy Visitors can opt-out of Google Analytics for Display Advertising and customize Google Display Network ads using the Ads Settings, see <https://www.google.com/settings/ads>. Additionally visitors may wish to use the Google Analytics Opt-Out Browser Add-on found at <https://tools.google.com/dlpage/gaoptout/> If you don't want to receive cookies, it is possible to modify your browser so that it notifies you when cookies are sent to it, or you can refuse cookies altogether. You can also delete cookies that have already been set.

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If you wish to restrict or block web browser cookies which are set on your device, you can do this through your browser settings (the help function within your browser should tell you how). Alternatively, you may wish to visit www.aboutcookies.org which contains comprehensive information on how to do this on a wide variety of desktop browsers. By continuing to use this website without making any such modifications to your browser, we will assume an implied acceptance of their use.

Data protection, privacy, storing and sharing information

Information from our customers enables us to continually improve the service we offer. However, we take privacy of information relating to our customers very seriously and comply with all UK data protection laws in collecting, storing and using this information. Using this Web Site, or when contacting us both on-line and over the telephone, may involve you giving us certain information about yourself or your business, including your name and address, telephone number and email address. Any information we receive from you, will be stored by us and we will take all reasonable care to keep your personal data secure and to prevent any unauthorised access to it. With your consent, we may use this information to contact you by email, telephone or post to provide you with details about our services, about employment opportunities with us or any other information which we believe may be of interest to you. It is intended that by providing information about yourself to us you consent to their use for the above purposes. Other than as required by law or in the prevention of fraud, we will not pass information we hold about you to any other organisation. If you do not want us to use this information in this way, please contact us at sales@candyrock.rocks WE DO NOT STORE CREDIT CARD DETAILS NOR DO WE SHARE CUSTOMER DETAILS WITH ANY 3RD PARTIES.