



Website Privacy Policy

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Our Commitment

We are committed to safeguarding the privacy of our website users

Who are we?

We are C & S Footwear Adaptions Limited trading as candsfootwear.co.uk, whose registered office is at Units 24 Station Lane Industrial Estate, Chesterfield, Derbyshire, S419QX Company Registration number: 0443860, VAT Number: 797054196. You can contact us by post at the above address, by email at dataprotection@candsfootwear.co.uk or by telephone on +44 (0)1246 268222.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

In order to meet the principles of GDPR (2018), we commit to the following:

- Data is processed lawfully, fairly and transparently
- Data is processed for specific, explicit and legitimate purposes
- Processing is adequate, relevant and limited to the purposes set out
- Data is accurate and current
- Data is kept for no longer than necessary
- Data is held securely

How we use your information

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When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

In so far as those cookies that are not strictly necessary for the functioning of our website and services we will ask for your consent to our use of cookies when you first visit our website.

For more information about our use of cookies, please see our [cookie policy](#).

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, contact telephone number and email address.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered it to your satisfaction. We will do this based on our legitimate interest in providing accurate information for your enquiry.

Should your enquiry be related to providing you with a quotation, then the basis for storing and processing your data is to provide requested information prior to sale.

Your enquiry is stored and processed in the first instance via our cloud mail server and subsequently on our file server which is firewall protected.

We do not use the information you provide to make any automated decisions that might affect you.

We keep enquiry emails for two years, after which they are securely archived and kept for seven years, when we delete them. CRM records are kept for seven years after the last contact with you, both of which are in line with HMRC requirements.

We will not share your information for marketing purposes.

When you purchase a product from our website

When you purchase products from us online, we ask you for your name, address, contact telephone number, email address and credit card information. We also record your IP (Internet Protocol) address, which is the address of your computer on the Internet.

We will use your information to verify your credit card details for your purchase, process your order and to send you your products. We will also send you a receipt via email and we may use your telephone number to contact you regarding your purchase.

We require this information in order to process your payment, deliver your products or services and fulfil our contract with you. We record your IP address in order to show that the correct tax was applied to the sale, which we are required to do by law.

Your information is stored on our website and on our file server, both of which are based within the European Union.

Your credit card details are passed to a third-party payment processor which is based in the USA and is certified to the EU-US Privacy Shield (which requires effective safeguards for your information). We do not retain your credit card information.

We use a third-party courier company to deliver your goods and we share with them your name, address and telephone number in order to complete the delivery. This company has contractually committed to providing appropriate safeguards for your personal data which means it will be protected in line with the legal requirements of the GDPR regulation.

We do not use the information you provide to make any automated decisions that might affect you.

Your personal data is stored for seven years after your last order, after which it is deleted, in line with HMRC requirements

We will not share your information for marketing purposes.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the [Who Are We](#) section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.

Version 1 Dated 25th May 2018