

observe website usage;

(7) measure and understand user feedback and recognise user hotspots;

6.2 If you have subscribed to any of our services, we will use the information you provide to keep you updated on those services unless you have told us otherwise.

## **7. Accessing and updating your personal information**

7.1 You can update or change your details by getting in touch with us via the details on the contact page of our website.

7.2 You have access rights to any personal information we hold about you. To receive a copy of the personal information we hold about you, please get in touch with us via the details on the contact page of our website.

## **8. Managing your browser cookies preferences**

8.1 Most internet browsers will allow you to change your cookie preferences or turn off cookies. Switching off cookies may affect the usage of the website, change the performance of the website or restrict access to the website altogether. To do this, access the “help” feature of your web browser if it has one.

## **9. Security**

9.1 The password you enter when signing up with the website is encrypted for your protection against any unauthorised access to your personal information.

9.2 We will do our utmost to protect the privacy of our users. No data transmission across the Internet can be completely secure, and consequently we cannot guarantee the security of your personal information and/or use of the website. Any personal or non-personal information you send is at your own risk and may be read by others. However once we have received your information we have procedures to protect the security of that information.

## **10. Disclosing your information**

10.1 We may reveal your personal information if we are approached by a likely buyer of our business, if by law we are required to do so or in good-faith deeming such an action to be essential to comply with the law.

10.2 We will never without your permission sell or pass on your personal information to third parties for marketing purposes.

## **11. Where we store your personal information**

11.1 The personal information you provide us with is stored inside the UK.

## **12. Changes to this Policy**

12.1 We reserve the right to make changes to this policy at any time. If we do, we will post those changes onto this page or in a link at the footer of our website. Please check regularly to be kept up to date with any changes to this policy.

## **13. If you don't feel we're adhering to this Policy, what should you do?**

13.1 If you for any reason believe that we are not adhering to this Policy, please notify us via the details on the contact page of our website, and we will try to resolve the issue as quickly as possible.

## **Online Transaction Terms and Conditions**

These terms and conditions apply to all online card transactions made to Wales Air Conditioning. Please read these terms carefully before using the online payment facilities. Wales Air Conditioning may change these terms from time to time without notice. Changes will apply to any subsequent transactions with Wales Air Conditioning.

- 1.** Using the online payment facilities on our website indicates that you accept these terms. If you do not accept these terms do not use our online payment facilities. All online payments are subject to these conditions.
- 2.** Your payment will normally reach Wales Air Conditioning bank account within two working days. We cannot accept any liability for delayed payments.
- 3.** We cannot accept liability for payments being recorded on the wrong account if you supply inaccurate information, but will make every effort to reallocate any such payments if they arise.
- 4.** We cannot accept liability if payment is refused or declined by your credit/debit card supplier for any reason.
- 5.** If your card supplier declines payment, Wales Air Conditioning is under no obligation to bring this fact to your attention. You should check with your bank/credit/debit card supplier that payment has been deducted from your account.
- 6.** The data that you provide during online payment transactions is securely held by Wales Air Conditioning or our e-commerce provider under the terms of the Data Protection Act 1998 and in accordance with the PCI Data Security Standard (PCI DSS) and will only be used for the purpose of recording your payment and for accounting processes.

Your data will be treated confidentially and with the utmost care and respect. We shall abide by the principles of the Data Protection Act 1998 and ensure that the data is used for no