

CANTIFIX LIMITED PRIVACY POLICY

This is the Privacy policy of Cantifix Limited for those using our website and our online ordering service. This policy explains how we use the personal information we collect about you when you use this website or place an order online.

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What information do we collect about you?

We collect information about you when you register with us or place an order online. We also collect information when you voluntarily complete customer surveys and provide feedback. For registration, we will collect a name and contact details. For online orders and payments, we require details of your chosen payment method (credit/debit card usually). Website usage information is collected using cookies.

How we will use the information about you?

We collect information about you to answer your queries, process your orders, manage your account, provide after sales services and to email you about other products and services we think may be of interest to you.

Cantifix Limited will not share your information for marketing purposes with companies outside Cantifix.

In processing your order, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies.

Retention of personal information

The length of time we retain personal information will depend on the nature of your contact and relationship with Cantifix.

For general enquiries and requests for information, all personal information will be destroyed/deleted after six months.

For online orders, all personal information will be destroyed/deleted after the expiry of the statutory guarantee period, usually six years from the date of supply. Please note, after the expiry of six years, no information concerning you or your order will be held by Cantifix.

Marketing

From time to time, we would like to send you information about products and services which may be of interest to you. If you have consented to marketing, you can opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please [click here](#).

Access to your information and correction

You have a right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please [email](#) or write to us at Unit 22 Garrick Industrial Centre, Irving Way, London, NW9 6AQ. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases, some of our website may not function as a result.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their privacy policies.

Changes to our privacy policy

We keep our policy under regular review and we will place any updates on this web page. This privacy policy was last updated in April 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or wish to update/request deletion of information we hold about you:

- [By email](#)
- Or write to us at Unit 22 Garrick Industrial Centre, Irving Way, London, NW9 6AQ.