

Privacy Policy

Introduction

Platinum Components Ltd is committed to protecting your privacy. We will only use the information that we collect about you lawfully, in accordance with the Data Protection Act 1998. The information we hold will be accurate and up to date, showing the most recent information that we have about you and your company. The personal information that we hold will be held securely in accordance with the law.

By trading with Platinum Components Ltd you are accepting and consenting to the practices described in this document.

This document is not to be confused with the Platinum Components Ltd Terms and Conditions, which are available here <http://www.platinum-components.com/terms-and-conditions/>

Why do we collect information about you?

We collect information about you for two reasons: firstly, to process your order in an efficient and timely manner and second, to provide you with the best possible service.

What information do we collect?

The type of information we will collect about you includes:

Information you give us - for example your name, company name, contact details, delivery addresses etc.

Information collected automatically by tracking your progress around the website, such as your IP address, movement around the website, device used to view the website, server location, time spent on the website including individual pages viewed.

Information may be collected from your activities on the Platinum website or may be added by your Account Manager or other Platinum staff.

As we introduce more advanced features and services to the Platinum website, and develop Company practices, it is possible that we could obtain information from other sources. If this situation occurs, this document will be updated as a matter of urgency.

Information you give us

When you trade with Platinum Components Ltd, information that you give to us will be stored - for example, billing addresses, delivery address, e-mail address, telephone number and payment bank account details. Much of this information is required for you to trade with us.

Information Collected Automatically

Like many websites, we use technology to track the patterns of behaviour of visitors to our site, including but not limited to your route through the site, pages viewed, the web browser and operating system you are using. We only track you around our own website. We use this information to improve the experience of visitors to our website and for the purposes of "Live Chat" so we can assist your visit and to deliver content and information that is relevant to you.

Sometimes this may involve the using of a 'cookie' - a small text file that would be stored on your web browser and used to identify you and pass details from page to page. For instance, we may use cookies to remember your IP address between visits. You can modify your browser settings to prevent this happening. However, some Platinum Components website features may not function properly.

Email communications

You may opt out of receiving marketing emails from us by clicking [unsubscribe](#) which will create and email headed [Unsubscribe, from all communication](#) click send and we will remove the email address you are using at that point from all communication.

Does Platinum Components Ltd share the information with third parties?

We use the information you provide about yourself when placing an order only to complete that order and ensure that we maintain high levels of customer service to you. We do not share this information with outside parties except to the extent necessary to complete that order. On rare occasions it may be necessary for us to communicate with you for administrative or operational reasons relating to the services we have provided to you. We use the information you provide about someone else when placing an order only to deliver the product and confirm delivery. We do not share this information with outside parties except to the extent necessary to complete that order. We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

Access to the information we hold about you

If you would like to see what information we have stored about you, you can Email admin@platinum-components.com or call 01202 203151 and request the information and we will collate it promptly and send it to you. If you have any questions/comments about privacy, please do not hesitate to contact us at admin@platinum-components.com

Cookie Policy

We use cookies on our website. Cookies are small data files that your browser places on your computer or device. A cookie itself does not contain or collect personal information about you or your use of the web. However, when you visit a website the cookies on your computer or device can enable the website to deliver a more tailored service or experience – for example, by remembering your product choices or preferences.

Why cookies are used

Cookies are used to remember your choices and preferences, to give you a better user experience by improving our website and for providing content more accurately suited to your needs.

This means cookies are used to remember:

- **Your browser settings**, such as the type of browser you use and what plug-ins you have installed. This keeps us from bothering you every time you enter the website, for example, to make sure that you have the necessary software to display any videos or graphics we place on our websites. This also allows us to know how many people are using certain types of software, so that we can adjust our websites to provide the best browsing experience for every visitor.
- **Your movement on and usage of our website.** We do not collect personal data as part of this. We collect statistical data, so we can optimise our website and deliver a better experience for you.

Want to get rid of cookies or change your cookie settings?

Most browsers automatically accept cookies. You can prevent cookies from being stored on your computer or device by setting your browser to not accept cookies. Some browsers provide a private browsing mode where cookies are always deleted after a visit.

The exact instructions for changing your cookie settings can be found in the 'Help' section of your browser. You can delete cookies already on your computer or device at any time. If you choose not to accept cookies at all, you can still visit our website, however, when cookies are disabled, we cannot guarantee an optimum experience and there may be content that is not available.