

1. Data Protection

Palace Promotions ("We") are committed to protecting your privacy and the security of any information given to us in order for us to process your order.

2. Our Data Protection Policy

2.1 We will not gather or hold personal information about you unless you have given your express permission for us to do so. By placing an order, you will consent to the use of such personal information.

2.2 Any personal information held or processed will be kept up-to-date and will be destroyed as soon as the reason for its collection or processing has lapsed. No personal data about customers will be passed to any third party, except to offer you the opportunity to purchase from us, to fulfil the delivery of Products to you, and as is necessary to process credit or debit card payments.

2.3 Your privacy and confidence will be respected at all times.

3. What Information is collected about you and how is it used?

3.1 When you place an order we need to collect your name, address, e-mail and telephone number as well as details of the method by which you intend to pay for the Products. This information allows us to process your offer to purchase the Products and delivery of those Products to you. We use your e-mail address to send you notification of the status of the order. We will contact you by e-mail or by telephone if any problems occur regarding delivery of the Products to you.

3.2 This information may be provided to third party service providers for the purpose of processing your offer to purchase the Products.

3.3 We may collect information to allow us to carry out marketing analysis and customer profiling (including transactional information), conduct research, including creating statistical and testing information.

3.4 We may use your e-mail address and/or telephone number to provide you with information on products, services, promotions and special offers where you have indicated that this is acceptable.

4. Your rights

4.1 You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right to unsubscribe at any time by using the by contacting us at sales@palacepromotions.co.uk.

4.2 Our site and emails may, from time to time, contain links to and from other websites in our networks, from partners and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

5. Third parties

We will not sell or pass your details to third party organisations except to offer you the opportunity to purchase from us, to fulfil delivery of the Products to you and for the purpose of processing your offer to purchase the Products.

6. Consent

By making an offer to purchase Products you consent to the information you provide to us being processed for any of the above purposes.

7. Cookies

7.1 Cookies are small pieces of information in the form of text files that are sent to your browser from our web server and are stored on your computer.

7.2 Cookies are essential to using the [Palace Promotions](#) website, as they gather information on the type of platform you're using to view our website. We use this information to optimise our website for your particular platform, so that you have the best experience no matter which platform you use. Below are some examples of how we use cookies to do this: To gather information which allows us to identify your platform and record sales so we may improve customer experience and identify issues on the site. To ensure you are provided with correct and useful information during your visit to our site. To allow you to add items to the basket and proceed through our checkout. To collect data which allows us to improve our services based on purchases and site usage.

7.3 There are three different categories these cookies are split into:

7.3.1 Essential to Site Function cookies – these cookies allow you to browse the site, search for products and add items to the basket.

7.3.2 Helpful, Non-intrusive Cookies – these help improve your experience on the site, for example by recognising your location therefore displaying appropriate delivery options in a banner, and reminding you of your recently viewed items.

7.3.3 Third Party Cookies – to help us record customer experience and to allow us to test new services, to help us improve the customer journey on the website.

7.4 You can choose not to allow cookies in your browser settings, but to be able to purchase from our site you will need to ensure your cookies are enabled. More information on cookies, their use and how to accept or reject them can be found at www.allaboutcookies.org or you can email us your questions and we'll be happy to help.

7.5 We have detailed all of the cookies we use, the reason we use them and their duration in the tables below – split into the groups listed above.

Essential to Site Function

8. Security

The security of your transaction is important to us and to prevent any details being seen by unauthorised persons it is protected throughout the payment process. To do this, 128 bit SSL encryption is employed to encrypt the information before it is sent to the payments processor.

9. Subject Access Request

9.1 On receiving your written request, we will (within 40 days of such a request being received by us) supply to you details of the personal information which we hold about you. You must explain to us clearly the information you require to be supplied: we are not obliged to supply to you information which is not specifically requested by you.

9.2 Under the terms of the Data Protection Act 1998, we are entitled to charge you £10.00 for the provision of information following our receipt of such a request.

9.3 Once we have received your written request and payment of the fee, we will respond to your request within 40 days.

9.4 You should note that, under certain circumstances, we will not be obliged to disclose the requested information to you, in which case we will explain to you the reasons for our refusal.

10. Contact Details

10.1 If you have any queries about this Privacy Policy, or any other aspect of our website, or you have a complaint, please email us at sales@palacepromotions.co.uk.

10.2 We aim to keep the personal data we hold about you accurate and up to date. If you tell us that we are holding any inaccurate Personal Data about you, we will delete it or correct it promptly. Please email us at ssales@palacepromotions.co.uk.

10.3 We shall respond to any communication received by us as quickly as we can.

11. Consent

By using any [Palace Promotions](#) website (whether listed here or not), you signify your assent to [Palace Promotions](#) Privacy Policy.

12. Changes to the Privacy Policy

Any changes we may make to our Privacy Policy will be posted on this page and, where appropriate, notified to you by e-mail.

Version 1