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**Privacy Policy**

At Candor Care, we want to ensure that we protect your information and your privacy.

Our privacy policy will tell you why we collect data about people who visit and website, and how we use it. We can assure you that your security is important to us, and we strive to protect your data and keep it safe.

We may change this Policy from time to time so please check this page occasionally to ensure that you’re happy with any changes. By using our website, you’re agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@candorcare.co.uk or by writing to Castle House/South St, Ashby-de-la-Zouch LE65 1BR

**Who are we?**

Candor Care is an independent provider of Stairlifts and mobility products. Established in 2004, we started out as a provider of Stairlifts to local authorities and private end users throughout the Midlands.

Since then, our size and reputation have grown, and we now provide Stairlift and mobility products to a large number of happy customers.

Based in Ashby-de-la-Zouch and with our showroom in Coalville, Leicestershire, we are well located to provide Stairlifts in our home county and beyond, including; Derbyshire, Nottinghamshire, Staffordshire, Shropshire, Warwickshire, Worcestershire and the West Midlands.

**How do we collect your information?**

We obtain information about you when you use our website, for example, when you contact us about products and services.

**What type of information is collected from you?**

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when

**How is your information used?**

We may use your information to:

* Contact you if we have query about your order or agreement with us
* Carry out our obligations arising from any contracts entered into by you and us
* To improve our customer service – asking for your views and feedback
* Notify you of any important information that we feel we should share
* Occasionally send you marketing information which we feel might be beneficial

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us. For example, if you have a service or warranty agreement with us, we will need to keep your data to ensure we fulfil this requirement.

**Who has access to your information?**

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example, we may need to instruct a builder, plumber or electrician to carry out work, and they may need to contact you).

We will not release your information to third parties beyond our network, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

**Choice about the information you receive**

You have a choice about what information you receive from us. If you do not want to receive direct marketing communications such as special offers and information about our extended service and warranty packages, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [info@candorcare.co.uk](mailto:info@candorcare.co.uk) or calling 0330 100 4564.

**How to update your information**

If any of your information has changed, or will be changing in the near future, you can email, write or telephone us:

Call - 0330 100 4564

email - [info@candorcare.co.uk](mailto:info@candorcare.co.uk)

Write - Castle House/South St, Ashby-de-la-Zouch LE65 1BR

We are happy to share with you the information that we hold, and it is your right that you are provided with this information if you request it.

We do not take payments online, but instead use a secure way to process your transactions (such as credit or debit card details).

All client information is stored securely by Candor Care and we strive to protect your personal information. However, we cannot guarantee the security of any information you submit to us via online forms, and you do so at your own risk.

**Use of 'cookies'**

Like many other websites, the Candor Care website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies of may result in a loss of functionality when using our website.

**Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website‚ so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

**Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in May 2018.