



Creative Instrumentation Privacy Notice.

What information do we collect about you?

We collect information about you when you email us directly, sign up to our newsletter or make an enquiry through our website. If you voluntarily complete customer surveys or provide feedback, we may also collect information about you.

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode

How will we use the information about you?

We collect information about you to process your order and manage your account. The only information that will be processed by Creative Instrumentation will be necessary for tasks to be undertaken for you as a customer, perspective customer, lapsed customer or a supplier, former supplier or perspective supplier.

We use your information collected from the website to personalise your repeat visits to our websites using cookies. Each time you use the site, we may also collect information including domain name/IP address, referring URL, browser and platform, time of visit, pages visited and any searches performed – this information may be used to help us improve the performance of our website and for assessing the suitability of or requirements for certain services.

Will we pass your information to anyone else?

All of your information is used solely for Creative Instrumentation and will not be forwarded to any external company with the exception for accounts and auditing purposes.

Access to stored data and information you provide is password protected and access to passwords is limited. Firewall technology is used to prevent unauthorised access and servers are backed up daily, with archives stored in a secure location.

Retention of Payment Card Details

We may retain your payment card details/bank account details, strictly for the purposes of taking payment for any orders you place with us. We will also retain these details to expedite any future purchases you may make with us. All account details are restricted to senior members of the management team,

Deleting information

If you wish to delete any information that is held by Creative, you can do so by emailing sales@creativevacuum.co.uk or in writing addressed to The Director, Cavea House, Decoy Road, Worthing, BN14 8ND.

Data Breach

If information is leaked or there has been a data breach, the effected personnel will be informed as soon as possible or within 72 hours of the breach taking place.