

# Privacy Policy

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## Who We Are

Filter Services Limited own and manage the website [www.filterservices.co.uk](http://www.filterservices.co.uk). Filter Services Limited is a registered company in the UK. Our website contains features and components which may collect data when information is entered. This policy will outline what will happen with your data and privacy once if any information is collected.

## Privacy

Filter Services Limited values our websites visitors and customer's privacy and data. We do not pass on any data that has been collected, whether this is an email address, telephone number, or anything else. Our privacy policy will outline the data and information we collect and how we may use it.

## Opting In (Collection and Use of Information)

The information we may collect will vary. The personal information we may collect means a number of things. It can mean your email address, telephone number, name or address. The only time we collect this information will be if you contact us, or give us specific instruction to be included. We will then use this information to contact you in future if needed or if subscribed.

We also retain your personal information when you send us an enquiry or enter into correspondence, email or otherwise. This information is only used to facilitate communication between ourselves and you in order to undertake normal business activities.

We do use Google Analytics in order to determine traffic activity and to make sure our site is providing the best experience it can be; we use the data purely for making our better and to see what is or isn't working. We want people to be able to find what they are looking for, so the data helps to see how and why people are finding us. We also use Google maps on our website; however, we do not process any data from this. It is strictly for people finding our premises.

## Cookies

Cookies are tiny files made of text. These files are downloaded in your browser and stored on your computer. Cookies are designed to help enhance and personalise the experience when browsing online. It allows the website to know if a site has been visited before and can, therefore, personalise the experience. An example of this is of a site with a shopping basket. If items are added to the basket, and you leave the site, the site will remember you for next time. In order to turn off cookies, you must visit the settings of your browser.

## **External Links**

There are some external links on our website that point to other websites. We are not responsible for the management of the websites that the links point to. Therefore we cannot be accountable for any breach of privacy when you are visiting these sites.

## **Opting Out (Removal of and Deletion of Information)**

At any time you can request the removal and deletion of personal information irrespective of whether this information was obtained via an opt-in procedure, an enquiry or general correspondence. To request the removal and deletion of personal information please contact Filter Services Limited (details given below).

To avoid any cookies, you will have to visit your browser's settings and turn them off. Be aware, however, that this may break some features of the site or render it unusable. For any further questions please contact us directly and we will be happy to help.

You will always be able to find a copy of our privacy policy on our website. We may update or change it from time to time and we reserve our right to be able to make any changes to the policy.

## **Contact Us**

For information on how to contact us, please see below:

### **Our address is:**

Filter Services Ltd  
Unit 8  
Orde Wingate Way  
Primrose Hill Industrial Estate  
Stockton-on-Tees  
TS19 0GA

Email: [info@filterservices.co.uk](mailto:info@filterservices.co.uk)

Tel: 01642 604752