

Privacy Policy

This website Privacy Policy sets out how Butterworths Lenses uses and protects any information that you provide when you use this website or communicate via **butterworthslenses.co.uk**

Butterworths Lenses is committed to ensuring that your privacy is protected. We use your information only for improving the website. By using the website, you agree to the collection and use of information in accordance with this statement.

Information we collect

We may collect the following information when you visit our website:

- Your computer or device IP address, on our logs and our analytics software (Google Analytics).

This information is in the most part not identifiable to an individual and contains no direct personal data other than your IP (computer identifier address). Analytics software is used by most websites for statistical purposes.

How we use information

If you make an enquiry to us by telephone or email we will use the information provided to respond to you and to deal with your request. We will not use this information for any other purpose such as marketing or analysis. Information received in this way will be permanently disposed of after a reasonable length of time.

Disclosure of your information to third parties

We will not share your information with any third parties apart from the following exceptions:

- Any legal or crime prevention agencies and/or to satisfy any regulatory request.
- Any contractors, consultants, or subcontractors that provide a service to us or act as our agents.

Data retention

We will retain your information for a length of time which is reasonable.

Data breach

In the event of a data breach we will undertake to notify the regulatory authority (Information Commissioners Office) within 72 hours of us becoming aware of the breach.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some, or all of your information, please email: **info@butterworthslenses.co.uk** or write to: **Butterworths Lenses Ltd, 85 Peffer Place EDINBURGH EH16 4BB.**

We may in certain circumstances make a small charge for this service. We want to make sure that your information is accurate and up-to-date and you may ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are small text files placed on your computer to collect information such as visitor statistics and if the visitor is logged in to the website. We use Google Analytics to improve our service and monitor traffic to the site. More detailed information about how we use cookies can be found in our **Cookie Policy**.

Other websites

Our website may contain links to other websites. This Privacy Policy only applies to this website. If you follow a link from our website to a third party website you should refer to their Privacy Policy. A link to a third party or external website does not constitute an endorsement of that website.

Website storage

Our website is hosted on servers based in the UK. Website data is backed up on a daily basis on to a secure location.

Data storage

With our business, both client data and email is securely stored on Microsoft Servers which are fully GDPR compliant.

Changes to our Privacy Policy

We regularly review our Privacy Policy and we will publish any updates on our website. The date of the last update is displayed at the bottom of this page.

How to contact us

Please contact us if you have any questions about our Privacy Policy or information that we hold about you by email: info@butterworthslenses.co.uk or write to: **Butterworths Lenses Ltd, 85 Peffer Place EDINBURGH EH16 4BB.**

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