

# Norfolk Poultry Supplies

## Privacy Policy:

We realize that making purchases at [norfolkpoultrysupplies.co.uk](http://norfolkpoultrysupplies.co.uk) or any other website, requires trust on your part. We value your trust very highly, and pledge to you, our customer, that we will work to protect the security and privacy of any personal information you provide to us. This includes your name, address, phone number, email address, and credit-card information, in addition to any other personal information that can be linked to you, personally.

We believe that you have a right to know, before shopping at [norfolkpoultrysupplies.co.uk](http://norfolkpoultrysupplies.co.uk) or at any other time, exactly what information we might collect from you, why we collect it and how we use it.

Norfolk Poultry Supplies is the owned by Paul Lutkin and he is the operator of [norfolkpoultrysupplies.co.uk](http://norfolkpoultrysupplies.co.uk) and does not and will not sell or rent your personal information to anyone. You have the right to control your personal information as you see fit. We collect only the personal information you allow us to collect, and it is then only used to help us serve you better.

If you are a customer and you want to know any of your personal information that we hold, you can do so by telephoning or email to Paul Lutkin – the owner.

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### 1. Personal information collected

We collect personal information that you choose to provide voluntarily when using the Norfolk Poultry Supplies This information includes your email address and telephone number purely for the purposes of contact in relation to your order. We may also ask for personal information when you contact our us. This will allow us to protect your confidentiality by verifying your identity.

### Purchase Information

When you make a purchase using a credit card, we collect your name, your billing address for the card, the card type, number, and expiration date. We collect this information in order to verify your billing address. We also collect information that allows us to deliver and keep you informed of the status of your order. This includes your email address and the name, address, and telephone number of the intended recipient(s). All online purchases are secure through PayPal

### Cookies and other computer information

Cookies do not need to be enabled to use [norfolkpoultrysupplies.co.uk](http://norfolkpoultrysupplies.co.uk) and we therefore do not collect or sell information collected this way by other companies

### Contacting Norfolk Poultry supplies

You can contact us by telephone or email and if the latter we will use your email address to respond to your questions, suggestions, and/or requests for assistance in using our site.

### Other times we may collect personal information

From time to time, Norfolk Poultry Supplies may conduct surveys, contests and other offers via our website, email, or other media. If you choose to participate, we may request your name, email address, mailing address and other personal information. We will never sell or rent such information to any third parties.

## **2. Use of your personal information**

Information we collect on [norfolkpoultrysupplies.co.uk](http://norfolkpoultrysupplies.co.uk) may be used to enhance your shopping experience in the following ways:

- Deliver merchandise that you purchase online
- Bill your credit card for your purchases
- Confirm your shopping orders
- Respond to your customer service inquiries or requests
- Communicate promotions and featured items to you, if you choose to receive such notices
- Find and stock the products you want
- Customize your shopping experience

## **3. When and with whom we share your personal information**

We never sell or rent your personal information to any third parties under any circumstances. We will share personal customer information only with our agents, representatives and trusted service providers and contractors for the limited purposes of fulfilling customer orders; offering certain products and services in connection with our offerings; communicating to customers; providing customer service; enhancing and improving the customer shopping experience; providing a personalized shopping experience and completing credit card transactions.

Aside from the purposes described above, we will never share your personal information with any other third parties unless we have your express permission or under special circumstances, such as when we believe in good faith that the disclosure is required by law. We may share aggregated demographic and statistical information with others. This is not linked to any personal information that can identify any individual person.

## **4. How you can decide what marketing communication you receive from us**

If you choose to receive them, [potterspoultry.co.uk](http://potterspoultry.co.uk) may periodically send you email messages describing new items, featured merchandise and special promotions. You can choose to stop receiving this email at any time. Simply go to Your Account, log in, click "Email Address & Password" and remove the check in the box next to the words "Please send me email with [potterspoultry.co.uk](http://potterspoultry.co.uk) promotions".

The only email messages you will receive from [potterspoultry.co.uk](http://potterspoultry.co.uk) when you elect not to receive informational emails will be to confirm any purchases you make on our site, let you know your order has been shipped, respond to your Help Desk inquiries and to answer any other questions you may have about our site. We may also need to send operational emails to inform you of any changes to our site that might affect your personal information, or to announce product recalls.

## **5. How we protect the security of your personal information**

The security of your personal information is very important to us. In our efforts to protect your online transactions, we use technology provided through PayPal (*even for your credit card transactions*).

## **6. Changes to the Norfolk poultry Supplies Privacy Policy**

We reserve the right to change, modify or amend this privacy policy at any time. If we make any significant change to this policy, we will post a notice of the change on [norfolkpoultrysupplies.co.uk](http://norfolkpoultrysupplies.co.uk).

## **7. How to contact Potters Poultry**

If you have comments or questions regarding our privacy policy, please contact us at [enquiries@norfolkpoultrysupplies.co.uk](mailto:enquiries@norfolkpoultrysupplies.co.uk). We will respond to any issue to the best of our abilities.

Thank you for your support of our policies.

## **9. Effective Date**

The Norfolk Poultry supplies Privacy Policy is effective as of 1<sup>st</sup> September 2008.